

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,809	2,513	12%	▲
	Admits	3,097	2,261	37%	▲
	Discharges	2,798	2,430	15%	▲
	Service Hours	24,831	22,231	12%	▲
	Bed Days	6,504	6,657	-2%	

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

Consumer Satisfaction Survey (Based on 179 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		92%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ General Satisfaction		91%	80%	92%
✓ Participation in Treatment		91%	80%	92%
✓ Access		90%	80%	88%
✓ Overall		88%	80%	91%
● Outcome		75%	80%	83%
● Recovery		69%	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	2,517	53.7%
	Crisis Services	1,188	25.4%
	Community Support	396	8.5%
	Social Rehabilitation	312	6.7%
	Employment Services	163	3.5%
	Case Management	63	1.3%
	Residential Services	45	1.0%
	ACT	1	0.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	348	12%	16%	Female	1,524	54%	40%
26-34	548	20%	23%	Male	1,283	46%	60%
35-44	534	19%	20%				
45-54	707	25%	24%				
55-64	509	18%	14%				
65+	142	5%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	2,127	76%	75%	White/Caucasian	1,619	58%	65%
Hisp-Puerto Rican	447	16%	12%	Black/African American	540	19%	17%
Unknown	161	6%	6%	Other	482	17%	14%
Hispanic-Other	59	2%	6%	Unknown	111	4%	3%
Hispanic-Cuban	10	0%	0%	Asian	40	1%	1%
Hispanic-Mexican	5	0%	0%	Hawaiian/Other Pacific Islander	9	0%	0%
				Am. Indian/Native Alaskan	8	0%	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	1	0	
Admits	1	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	84%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	80%
SA Screen Complete	N/A	78%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	0%	99%
Valid Axis V GAF Score	0%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	65%	54%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	91%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	47%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	15%	9%	-15% ▼
Social Support		0	0%	60%	69%	-60% ▼
Stable Living Situation		0	0%	60%	86%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	85%	41%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	98%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													8%
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 10 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	163	183	-11% ▼
Admits	98	119	-18% ▼
Discharges	92	119	-23% ▼
Service Hours	2,670	2,446	9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		69	40%	35%	37%	5%

Service Utilization

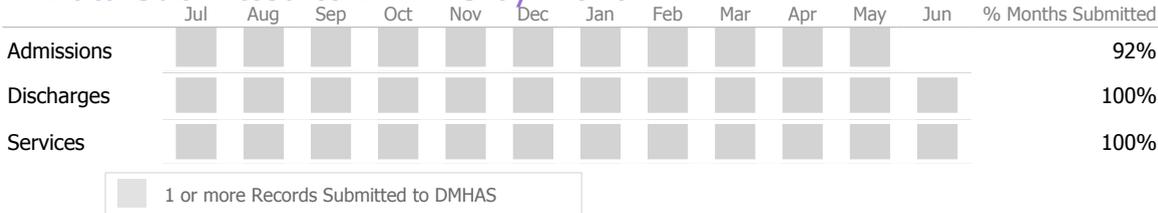
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		74	89%	90%	94%	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	95%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	98%	90%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 40 Active Employment Services Programs

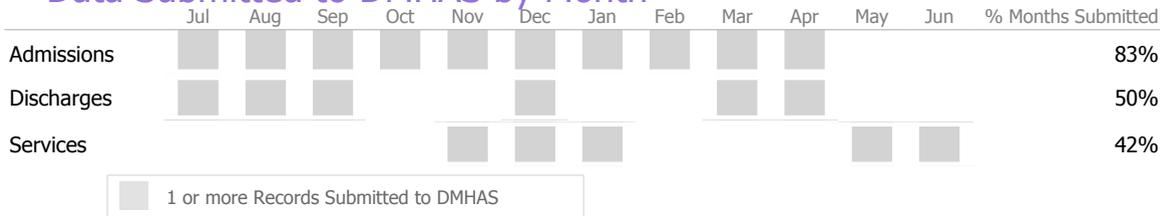
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	312	335	-7%
Admits	80	100	-20% ▼
Discharges	245	101	143% ▲
Service Hours	164	37	343% ▲
Social Rehab/PHP/IOP Days	0	4,205	-100% ▼

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	22	-9%
Admits	4	5	-20% ▼
Discharges	3	6	-50% ▼
Bed Days	6,504	6,657	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	85%
Cooccurring	Actual	State Avg
MH Screen Complete	57%	76%
SA Screen Complete	59%	75%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	60%	66%	-27% ▼

Recovery

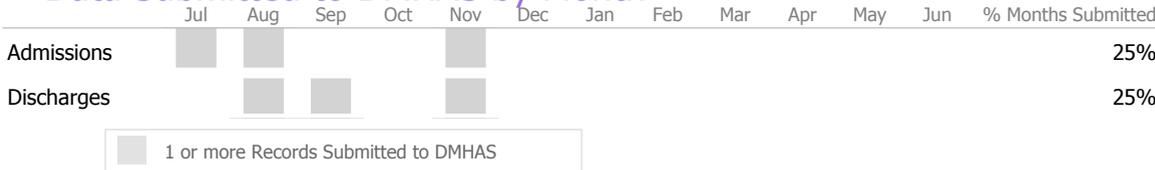
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		20	95%	60%	81%	35% ▲
Stable Living Situation		21	100%	95%	96%	5%
Employed		1	5%	25%	8%	-20% ▼
Improved/Maintained Axis V GAF Score		10	48%	95%	68%	-47% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		17	2,179 days	0.9	105%	90%	95%	15% ▲

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

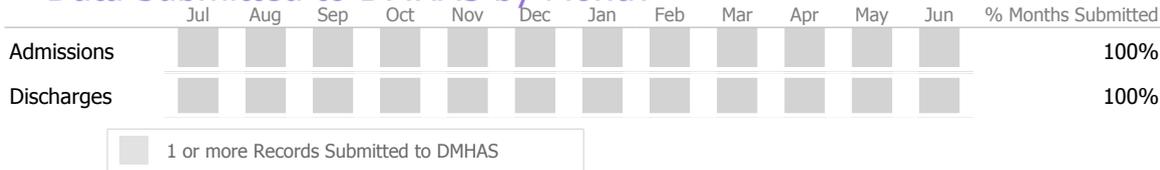
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,188	570	108% ▲
Admits	1,389	664	109% ▲
Discharges	1,388	672	107% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		197	100%	75%	73%	25% ▲
● Community Location Evaluation		141	72%	80%	47%	-8%
✓ Follow-up Service within 48 hours		47	96%	90%	47%	6%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	396	365	8%
Admits	217	335	-35% ▼
Discharges	194	207	-6%
Service Hours	6,540	4,952	32% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	82%
Cooccurring	Actual	State Avg
MH Screen Complete	43%	62%
SA Screen Complete	42%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		119	62%	65%	54%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		294	71%	60%	68%	11% ▲
Stable Living Situation		370	89%	80%	91%	9%
Employed		42	10%	20%	10%	-10% ▼
Improved/Maintained Axis V GAF Score		209	62%	95%	58%	-33% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		245	100%	90%	97%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 40 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	19	37% ▲
Admits	12	2	500% ▲
Discharges	12	3	300% ▲
Service Hours	871	1,001	-13% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	58%	50%	70%	8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		25	89%	60%	86%	29% ▲
✓ Stable Living Situation		26	93%	85%	93%	8%
● Employed		2	7%	25%	13%	-18% ▼
● Improved/Maintained Axis V GAF Score		12	55%	95%	68%	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		92% / 99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% / 91%
Cooccurring	Actual	State Avg
MH Screen Complete		48% / 91%
SA Screen Complete		44% / 91%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% / 97%
✓ Valid Axis V GAF Score		100% / 96%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 52 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	81	-22% ▼
Admits	33	43	-23% ▼
Discharges	44	52	-15% ▼
Service Hours	423	313	35% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	69%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	82%	58%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	32%	50%	60%	-18% ▼

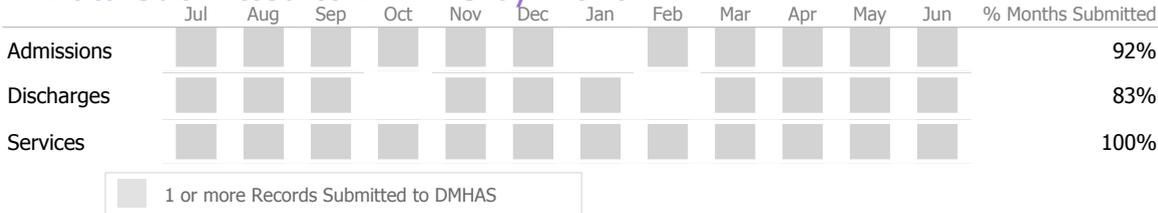
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		60	94%	80%	65%	14% ▲
Employed		0	0%	20%	5%	-20% ▼
Social Support		15	23%	60%	48%	-37% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		16	80%	90%	67%	-10%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,517	2,182	15% ▲
Admits	1,263	969	30% ▲
Discharges	820	922	-11% ▼
Service Hours	14,164	12,567	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	67%	56%
Cooccurring	Actual	State Avg
MH Screen Complete	51%	70%
SA Screen Complete	42%	67%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	99%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		635	78%	50%	45%	28% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		641	25%	30%	19%	-5%
● Stable Living Situation		2,254	87%	95%	81%	-8%
● Improved/Maintained Axis V GAF Score		1,354	67%	75%	51%	-8%
● Social Support		892	34%	60%	55%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1,604	89%	90%	87%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		516	42%	75%	67%	-33% ▼

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 91 Active Standard Outpatient Programs