

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,896	1,832	3%
	Admits	283	470	-40% ▼
	Discharges	260	327	-20% ▼
	Service Hours	12,582	14,392	-13% ▼
	Bed Days	344	384	-10%

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

### Consumer Satisfaction Survey (Based on 257 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		95%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ Overall		91%	80%	91%
✓ Respect		90%	80%	91%
✓ Access		90%	80%	88%
✓ General Satisfaction		89%	80%	92%
● Outcome		78%	80%	83%
● Recovery		73%	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	1,852	91.0%
	Community Support	137	6.7%
	Inpatient Services	47	2.3%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	160	8%	16%	Female	1,139	60%	▲ 40%
26-34	305	16%	23%	Male	756	40%	▼ 60%
35-44	334	18%	20%				
45-54	483	26%	24%				
55-64	414	22%	14%				
65+	197	10%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,492	79%	75%	White/Caucasian	1,193	63%	65%
Hispanic-Other	247	13%	6%	Black/African American	350	18%	17%
Hisp-Puerto Rican	105	6%	12%	Other	300	16%	14%
Unknown	30	2%	6%	Unknown	34	2%	3%
Hispanic-Mexican	21	1%	0%	Asian	11	1%	1%
Hispanic-Cuban	1	0%	0%	Multiple Races	5	0%	1%
				Hawaiian/Other Pacific Islander	3	0%	0%
				Am. Indian/Native Alaskan			1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,852	1,778	4%
Admits	201	269	-25% ▼
Discharges	173	126	37% ▲
Service Hours	10,214	11,696	-13% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	88%
On-Time Periodic		
6 Month Updates	33%	56%
Cooccurring		
MH Screen Complete	97%	70%
SA Screen Complete	96%	67%
Diagnosis		
Valid Axis I Diagnosis	98%	98%
Valid Axis V GAF Score	58%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		26	16%	50%	45%	-34% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		232	12%	30%	19%	-18% ▼
Social Support		472	25%	60%	55%	-35% ▼
Stable Living Situation		933	50%	95%	81%	-45% ▼
Improved/Maintained Axis V GAF Score		4	0%	75%	51%	-75% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,111	66%	90%	87%	-24% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		136	68%	75%	67%	-7%

### 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	60	-22% ▼
Admits	49	67	-27% ▼
Discharges	51	65	-22% ▼
Bed Days	344	384	-10%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		38	75%	95%	69%	-20% ▼
✓ No Re-admit within 30 Days of Discharge		44	86%	85%	87%	1%
● Follow-up within 30 Days of Discharge		11	29%	90%	47%	-61% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		1	9 days	0.0	94%	90%	110%	4%

■ < 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	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 26 Active Acute Psychiatric Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	137	139	-1%
Admits	33	130	-75% ▼
Discharges	36	40	-10%
Service Hours	2,367	2,355	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	94%	82%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	62%
SA Screen Complete	100%	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		11	31%	65%	54%	-34% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		130	94%	60%	68%	34% ▲
Stable Living Situation		136	99%	80%	91%	19% ▲
Employed		19	14%	20%	10%	-6%
Improved/Maintained Axis V GAF Score		57	44%	95%	58%	-51% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		102	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	■	■	■	■	■	■	■	■	■	■	■	■	83%
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