

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	818	793	3%
	Admits	166	161	3%
	Discharges	58	162	-64% ▼
	Service Hours	4,255	5,664	-25% ▼
	S.Rehab/PHP/IOP	2,880	32,471	-91% ▼

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

### Consumer Satisfaction Survey (Based on 147 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		93%	80%	92%
✓ Access		92%	80%	88%
✓ Overall		90%	80%	91%
✓ Participation in Treatment		90%	80%	92%
✓ Respect		89%	80%	91%
✓ Quality and Appropriateness		88%	80%	93%
● Outcome		79%	80%	83%
● Recovery		67%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	817	91.9%
	Community Support	64	7.2%
	IOP	8	0.9%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	47	6%	16%	Female	499	61%	40%
26-34	88	11%	23%	Male	319	39%	60%
35-44	126	15%	20%				
45-54	228	28%	24%				
55-64	203	25%	14%				
65+	125	15%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	538	66%	75%	White/Caucasian	597	73%	65%
Hispanic-Other	190	23%	6%	Black/African American	197	24%	17%
Unknown	66	8%	6%	Unknown	12	1%	3%
Hisp-Puerto Rican	21	3%	12%	Asian	7	1%	1%
Hispanic-Mexican	2	0%	0%	Other	3	0%	14%
Hispanic-Cuban	1	0%	0%	Multiple Races	1	0%	1%
				Hawaiian/Other Pacific Islander	1	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	8	56	-86% ▼
Admits	5	52	-90% ▼
Discharges	8	56	-86% ▼
Service Hours	19	281	-93% ▼
Social Rehab/PHP/IOP Days	2,880	32,471	-91% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	67%	83%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
Cooccurring	Actual	State Avg
✓ MH Screen Complete	83%	82%
✓ SA Screen Complete	83%	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		7	88%	50%	72%	38% ▲
● Follow-up within 30 Days of Discharge		3	43%	90%	58%	-47% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		8	100%	75%	73%	25% ▲
● Stable Living Situation		7	88%	95%	78%	-7%
● Employed		1	12%	30%	16%	-18% ▼
● Social Support		0	0%	60%	72%	-60% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	58%	N/A ▼

### 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	64	58	10%
Admits	12	16	-25% ▼
Discharges	13	4	225% ▲
Service Hours	577	662	-13% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	55%	82%
Cooccurring	Actual	State Avg
MH Screen Complete	53%	62%
SA Screen Complete	53%	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		12	92%	65%	54%	27% ▲

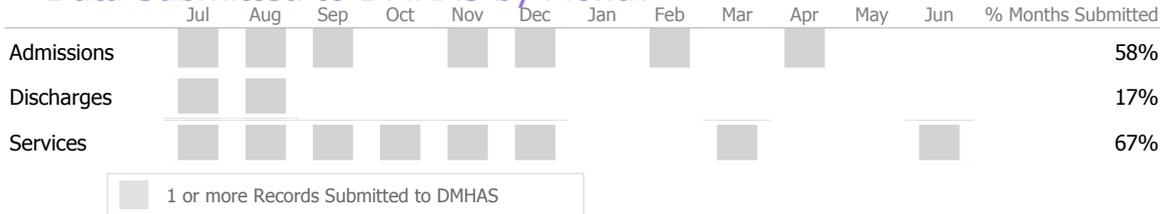
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		57	85%	80%	91%	5%
● Employed		3	4%	20%	10%	-16% ▼
● Improved/Maintained Axis V GAF Score		37	60%	95%	58%	-35% ▼
● Social Support		3	4%	60%	68%	-56% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		45	83%	90%	97%	-7%

### Data Submitted to DMHAS by Month



▲ > 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	817	771	6%
Admits	149	93	60% ▲
Discharges	37	102	-64% ▼
Service Hours	3,659	4,721	-23% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	64%	56%
Cooccurring	Actual	State Avg
MH Screen Complete	53%	70%
SA Screen Complete	52%	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		18	53%	50%	45%	3%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		609	74%	95%	81%	-21% ▼
● Improved/Maintained Axis V GAF Score		430	57%	75%	51%	-18% ▼
● Employed		53	6%	30%	19%	-24% ▼
● Social Support		82	10%	60%	55%	-50% ▼

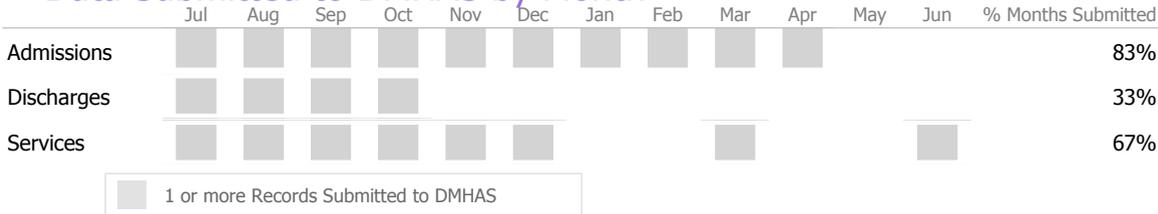
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		730	93%	90%	87%	3%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		90	60%	75%	67%	-15% ▼

### 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