

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	701	664	6%
	Admits	826	788	5%
	Discharges	790	795	-1%
	Service Hours	11,510	8,048	43% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Crisis Services	403	57.1%
	Outpatient	293	41.5%
	Residential Services	10	1.4%

Consumer Satisfaction Survey (Based on 65 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		98%	80%	93%
✓ General Satisfaction		97%	80%	92%
✓ Access		97%	80%	88%
✓ Overall		95%	80%	91%
✓ Respect		95%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Outcome		83%	80%	83%
● Recovery		77%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	73	11%	16%
26-34	110	16%	23%
35-44	147	22%	20%
45-54	187	28%	24%
55-64	120	18%	14%
65+	43	6%	4%

Gender	#	%	State Avg
Female	361	52%	▲ 40%
Male	339	48%	▼ 60%

Ethnicity	#	%	State Avg
Non-Hispanic	371	53%	▼ 75%
Hisp-Puerto Rican	224	32%	▲ 12%
Hispanic-Other	74	11%	6%
Unknown	17	2%	6%
Hispanic-Mexican	11	2%	0%
Hispanic-Cuban	4	1%	0%

Race	#	%	State Avg
White/Caucasian	317	45%	▼ 65%
Other	269	38%	▲ 14%
Black/African American	71	10%	17%
Am. Indian/Native Alaskan	16	2%	1%
Unknown	16	2%	3%
Hawaiian/Other Pacific Islander	7	1%	0%
Asian	3	0%	1%
Multiple Races	2	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	4	-25% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	211	177	19% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	67%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	69%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	67%	60%	86%	7%
● Stable Living Situation		2	67%	85%	94%	-18% ▼
● Employed		0	0%	25%	13%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		2	67%	90%	98%	-23% ▼

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	117	165	-29% ▼
Admits	185	258	-28% ▼
Discharges	186	258	-28% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		132	93%	75%	73%	18% ▲
● Community Location Evaluation		108	76%	80%	47%	-4%
● Follow-up Service within 48 hours		55	50%	90%	49%	-40% ▼

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	6	7	-14% ▼
Admits	-	3	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	224	249	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	83%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	69%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	83%	60%	86%	23% ▲
● Stable Living Situation		5	83%	85%	94%	-2%
● Employed		0	0%	25%	13%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		5	83%	90%	98%	-7%

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

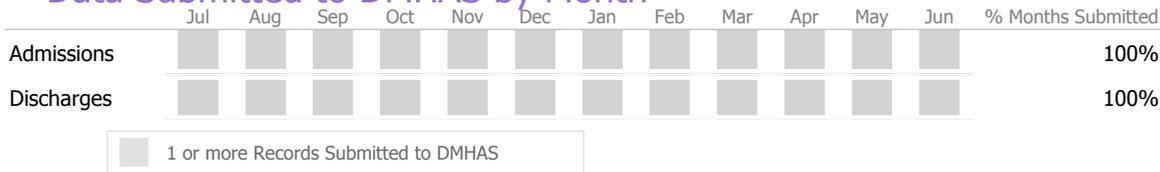
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	58	74% ▲
Admits	134	84	60% ▲
Discharges	122	84	45% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		125	96%	75%	73%	21% ▲
✓ Community Location Evaluation		129	99%	80%	47%	19% ▲
● Follow-up Service within 48 hours		9	64%	90%	49%	-26% ▼

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	30	33	-9%
Admits	10	18	-44% ▼
Discharges	10	15	-33% ▼
Service Hours	196	229	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	88%
On-Time Periodic 6 Month Updates	69%	54%
Cooccurring MH Screen Complete	100%	71%
SA Screen Complete	100%	67%
Diagnosis Valid Axis I Diagnosis	93%	98%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	50%	50%	45%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		22	73%	60%	55%	13% ▲
Stable Living Situation		27	90%	95%	81%	-5%
Employed		7	23%	30%	19%	-7%
Improved/Maintained Axis V GAF Score		17	65%	75%	51%	-10%

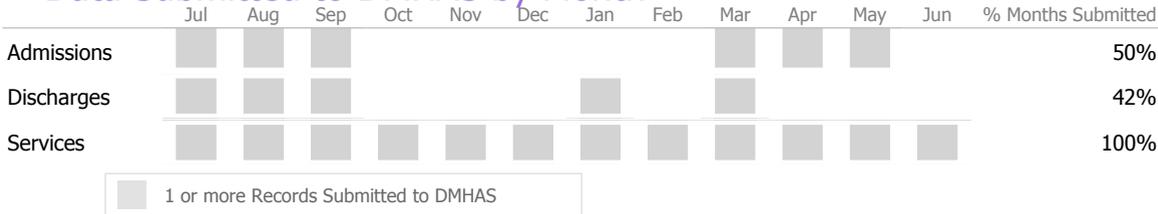
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	95%	90%	87%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		9	90%	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	19	16% ▲
Admits	9	10	-10%
Discharges	8	6	33% ▲
Service Hours	466	247	89% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	88%
On-Time Periodic 6 Month Updates	90%	54%
Cooccurring MH Screen Complete	76%	71%
SA Screen Complete	88%	67%
Diagnosis Valid Axis I Diagnosis	95%	98%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	62%	50%	45%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		22	100%	95%	81%	5%
Improved/Maintained Axis V GAF Score		17	94%	75%	51%	19% ▲
Social Support		13	59%	60%	55%	-1%
Employed		3	14%	30%	19%	-16% ▼

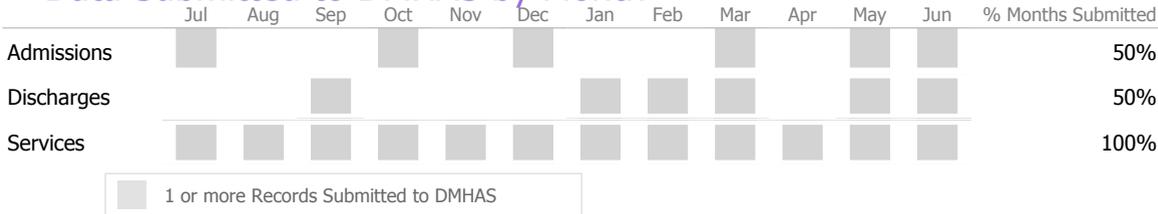
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	100%	90%	87%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		4	44%	75%	67%	-31% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
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 Goal
 Goal Met
 Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	37	3%
Admits	20	14	43% ▲
Discharges	18	19	-5%
Service Hours	650	467	39% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%
On-Time Periodic 6 Month Updates	100%	54%
Cooccurring MH Screen Complete	100%	71%
SA Screen Complete	100%	67%
Diagnosis 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		14	78%	50%	45%	28% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		27	71%	60%	55%	11% ▲
Stable Living Situation		36	95%	95%	81%	0%
Employed		11	29%	30%	19%	-1%
Improved/Maintained Axis V GAF Score		18	47%	75%	51%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		20	100%	90%	87%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		11	55%	75%	67%	-20% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
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 Goal
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 ✓ Goal Met
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 ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	70	25	180% ▲
Admits	63	25	152% ▲
Discharges	58	16	263% ▲
Service Hours	8,275	5,051	64% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	88%
On-Time Periodic 6 Month Updates	N/A	54%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	71%
SA Screen Complete	100%	67%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	19%	98%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		28	48%	50%	45%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		55	95%	75%	51%	20% ▲
Social Support		42	58%	60%	55%	-2%
Employed		3	4%	30%	19%	-26% ▼
Stable Living Situation		46	64%	95%	81%	-31% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	100%	90%	87%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		62	100%	75%	67%	25% ▲

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
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 ✔ Goal Met
 |
 ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	50	4%
Admits	13	9	44% ▲
Discharges	11	12	-8%
Service Hours	961	841	14% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	88%
On-Time Periodic 6 Month Updates	97%	54%
Cooccurring MH Screen Complete	71%	71%
SA Screen Complete	79%	67%
Diagnosis 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		1	9%	50%	45%	-41% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		31	60%	60%	55%	0%
Stable Living Situation		49	94%	95%	81%	-1%
Employed		2	4%	30%	19%	-26% ▼
Improved/Maintained Axis V GAF Score		4	8%	75%	51%	-67% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		41	100%	90%	87%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		11	85%	75%	67%	10%

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	18	56	-68% ▼
Admits	3	13	-77% ▼
Discharges	18	42	-57% ▼
Service Hours	114	325	-65% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	54%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	71%
SA Screen Complete	0%	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		13	72%	50%	45%	22% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		14	78%	60%	55%	18% ▲
Improved/Maintained Axis V GAF Score		15	83%	75%	51%	8%
Stable Living Situation		18	100%	95%	81%	5%
Employed		4	22%	30%	19%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	100%	90%	87%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	100%	75%	67%	25% ▲

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	25	25	0%
Admits	11	13	-15% ▼
Discharges	11	11	0%
Service Hours	144	196	-27% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	70%	54%
Cooccurring	Actual	State Avg
MH Screen Complete	82%	71%
SA Screen Complete	82%	67%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	88%	98%
Valid Axis V GAF Score	96%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	18%	50%	45%	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		23	88%	60%	55%	28% ▲
Employed		10	38%	30%	19%	8%
Stable Living Situation		26	100%	95%	81%	5%
Improved/Maintained Axis V GAF Score		13	62%	75%	51%	-13% ▼

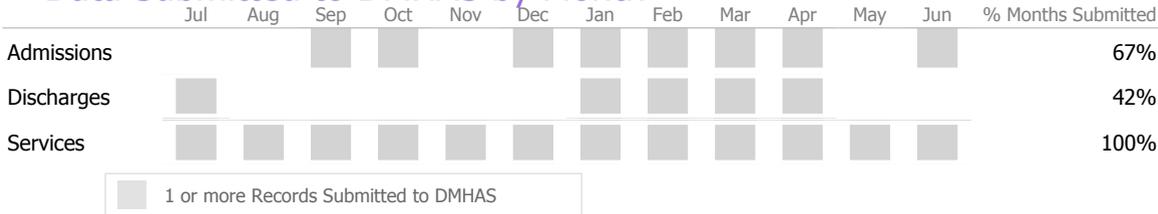
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		15	100%	90%	87%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	70%	75%	67%	-5%

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	40	12	233% ▲
Admits	30	12	150% ▲
Discharges	5	1	400% ▲
Service Hours	269	38	612% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%
On-Time Periodic 6 Month Updates	0%	54%
Cooccurring MH Screen Complete	77%	71%
SA Screen Complete	10%	67%
Diagnosis 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		0	0%	50%	45%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		36	88%	60%	55%	28% ▲
Stable Living Situation		40	98%	95%	81%	3% ▲
Employed		9	22%	30%	19%	-8% ▼
Improved/Maintained Axis V GAF Score		2	11%	75%	51%	-64% ▼

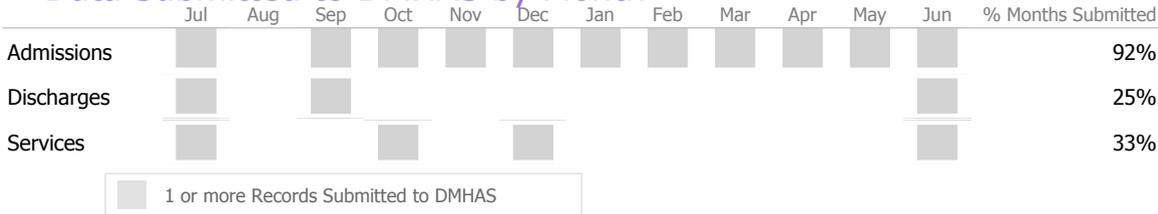
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		37	100%	90%	87%	10% ▲

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		26	87%	75%	67%	12% ▲

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Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

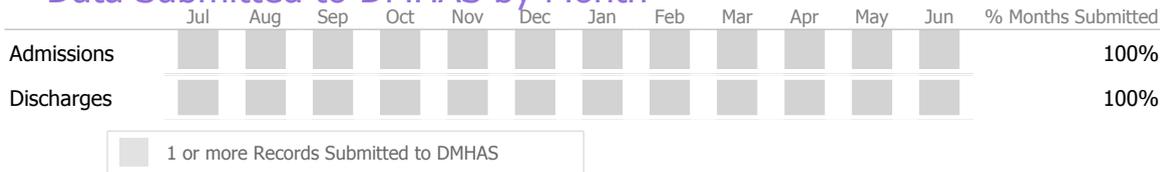
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100	99	1%
Admits	188	184	2%
Discharges	188	184	2%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		177	96%	75%	73%	21% ▲
✓ Community Location Evaluation		149	81%	80%	47%	1%
✓ Follow-up Service within 48 hours		102	95%	90%	49%	5%

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	85	84	1%
Admits	160	144	11% ▲
Discharges	155	144	8%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		136	87%	75%	73%	12% ▲
✓ Community Location Evaluation		157	100%	80%	47%	20% ▲
● Follow-up Service within 48 hours		58	75%	90%	49%	-15% ▼

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