

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	776	787	-1%
	Admits	129	160	-19% ▼
	Discharges	58	162	-64% ▼
	Service Hours	3,205	5,664	-43% ▼
	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	#	%
Mental Health	Outpatient	775	91.6%
	Community Support	63	7.4%
	IOP	8	0.9%

Client Demographics

Age	#	%	State Avg
18-25	42	5%	16% ▼
26-34	81	10%	23% ▼
35-44	116	15%	20%
45-54	216	28%	24%
55-64	200	26%	14% ▲
65+	121	16%	4% ▲

Gender	#	%	State Avg
Female	470	61%	40% ▲
Male	306	39%	60% ▼

Ethnicity	#	%	State Avg
Non-Hispanic	506	65%	75%
Hispanic-Other	176	23%	6% ▲
Unknown	69	9%	6%
Hisp-Puerto Rican	22	3%	12%
Hispanic-Mexican	2	0%	0%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	568	73%	65%
Black/African American	185	24%	17%
Unknown	12	2%	3%
Asian	6	1%	1%
Other	3	0%	14% ▼
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% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	88%	50%	71%	38% ▲
● Follow-up within 30 Days of Discharge		3	43%	90%	57%	-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%	60%	N/A ▼

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%

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	63	58	9%
Admits	11	16	-31% ▼
Discharges	13	4	225% ▲
Service Hours	448	662	-32% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	55%	82%
Cooccurring	Actual	State Avg
MH Screen Complete	50%	62%
SA Screen Complete	50%	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		56	85%	80%	91%	5%
● Employed		3	5%	20%	10%	-15% ▼
● Improved/Maintained Axis V GAF Score		37	60%	95%	58%	-35% ▼
● Social Support		3	5%	60%	68%	-55% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		44	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	775	765	1%
Admits	113	92	23% ▲
Discharges	37	102	-64% ▼
Service Hours	2,739	4,721	-42% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	56%	54%
Cooccurring	Actual	State Avg
MH Screen Complete	67%	71%
SA Screen Complete	67%	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
● Improved/Maintained Axis V GAF Score		401	53%	75%	51%	-22% ▼
● Employed		43	6%	30%	19%	-24% ▼
● Stable Living Situation		543	70%	95%	81%	-25% ▼
● Social Support		69	9%	60%	55%	-51% ▼

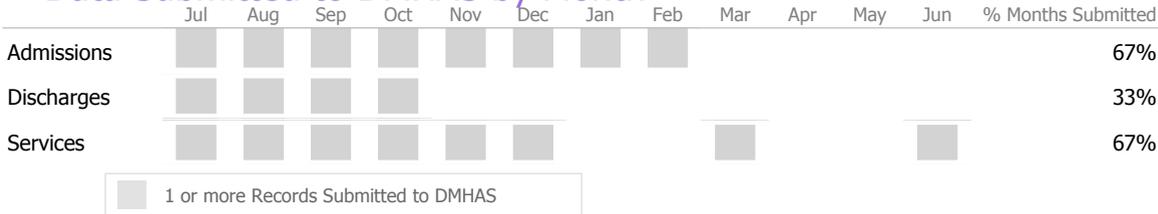
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		684	92%	90%	87%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		58	51%	75%	67%	-24% ▼

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