

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	307	336	-9%
	Admits	34	88	-61% ▼
	Discharges	57	45	27% ▲
	Service Hours	2,524	1,689	49% ▲
	S.Rehab/PHP/IOP	2,778	2,116	31% ▲

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

Consumer Satisfaction Survey (Based on 218 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Access		95%	80%	88%
✓ Overall		94%	80%	91%
✓ Respect		91%	80%	91%
✓ Quality and Appropriateness		91%	80%	93%
✓ Participation in Treatment		91%	80%	92%
✓ Recovery		89%	80%	79%
✓ Outcome		88%	80%	83%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	299	68.3%
	Employment Services	55	12.6%
	Education Support	35	8.0%
	Community Support	25	5.7%
	Case Management	24	5.5%

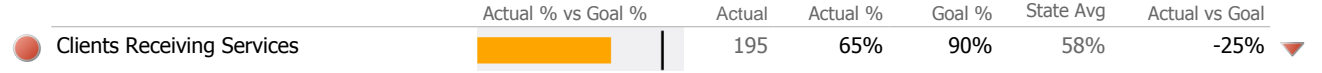
Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	29	10%	12%	Male	175	57%	58%
26-34	46	15%	22%	Female	132	43%	42%
35-44	46	15%	19%	Transgender			0%
45-54	84	28%	23%				
55-64	81	27%	18%				
65+	19	6%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	237	77%	75%	White/Caucasian	207	67%	65%
Hispanic-Other	25	8%	7%	Black/African American	81	26%	16%
Unknown	24	8%	6%	Other	14	5%	13%
Hisp-Puerto Rican	18	6%	12%	Unknown	3	1%	3%
Hispanic-Mexican	3	1%	1%	Am. Indian/Native Alaskan	1	0%	1%
Hispanic-Cuban			0%	Asian	1	0%	1%
				Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%

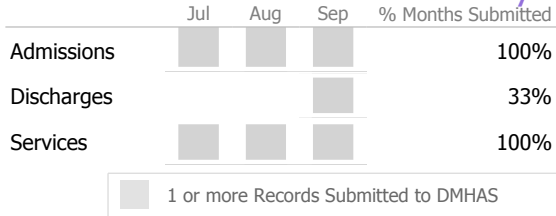
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	299	332	-10%
Admits	20	60	-67% ▼
Discharges	41	19	116% ▲
Service Hours	1,083	642	69% ▲
Social Rehab/PHP/IOP Days	2,778	2,116	31% ▲

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 38 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	53	4%
Admits	10	11	-9%
Discharges	13	15	-13% ▼
Service Hours	592	354	67% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		22	40%	35%	43%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		44	98%	90%	92%	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 40 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	49	-29% ▼
Admits	3	11	-73% ▼
Discharges	1	8	-88% ▼
Service Hours	278	259	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		19	54%	35%	67%	19% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		75%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 5 Active Education Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	15	27%	▲
Admits	1	-		
Discharges	1	2	-50%	▼
Service Hours	282	196	44%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	88%
Cooccurring	Actual	State Avg
MH Screen Complete	92%	87%
SA Screen Complete	92%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	65%	74%	35% ▲

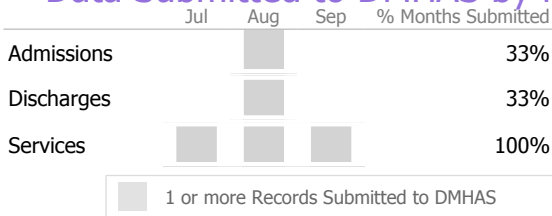
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		16	84%	60%	79%	24% ▲
Employed		8	42%	20%	12%	22% ▲
Stable Living Situation		19	100%	80%	92%	20% ▲
Improved/Maintained Axis V GAF Score		16	100%	95%	58%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		18	100%	90%	94%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 47 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	9	-22% ▼
Admits	-	-	
Discharges	1	-	
Service Hours	51	60	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic 6 Month Updates	100%	88%
Cooccurring MH Screen Complete	100%	87%
SA Screen Complete	100%	86%
Diagnosis Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	65%	74%	35% ▲

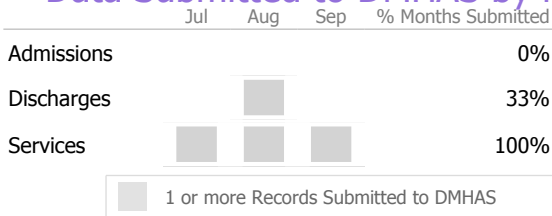
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		7	100%	60%	79%	40% ▲
Employed		4	57%	20%	12%	37% ▲
Stable Living Situation		7	100%	80%	92%	20% ▲
Improved/Maintained Axis V GAF Score		7	100%	95%	58%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		6	100%	90%	94%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 47 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	6	-100% ▼
Discharges	-	-	
Service Hours	35	13	173% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	100%	85%	83%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	87%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		69%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	50	46	9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	79%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		6	75%	90%	92%	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		75%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	12	-17% ▼
Admits	-	-	
Discharges	-	-	
Service Hours	153	120	28% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	79%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		75%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs