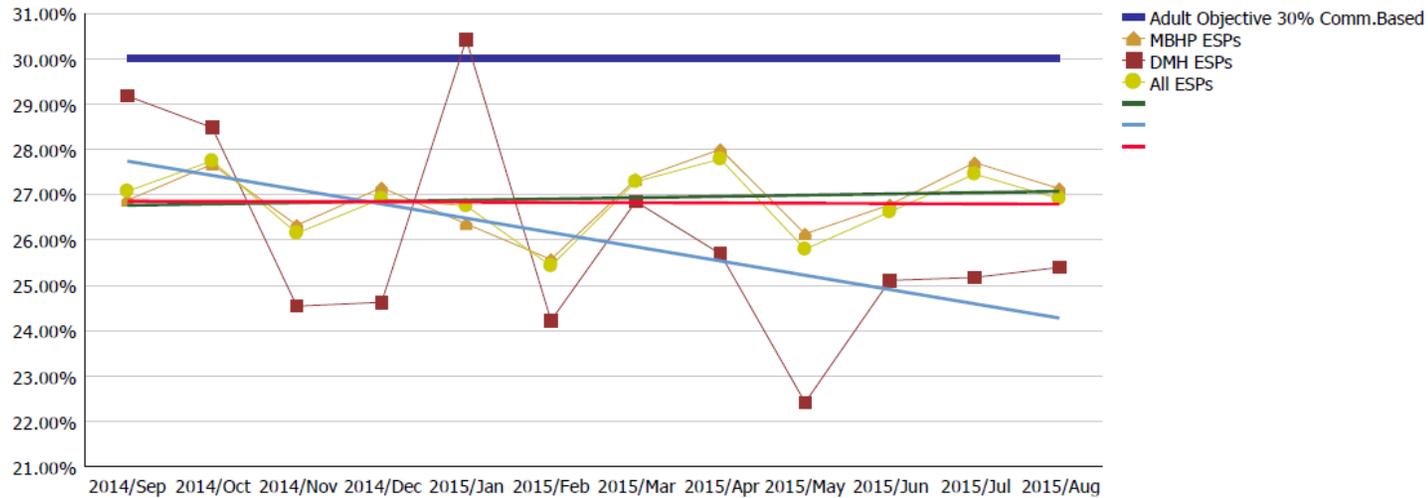


Appendix VI: Current ESP Program-wide quality metrics

Below are performance dashboards highlighting the quality performance of the ESP program across all locations across both MBHP ESPs, DMH ESPs (southeast ESPs) and combined across all ESPs. These dashboards are current as of November 1, 2015.

Community - based Interventions Adults 21+, Contracted Payers, Sep 2014 - Aug 2015



	2015/Jul	2015/Aug	FY 2016 YTD AVG
FY' 2016 MBHP ESPs	27.71%	27.14%	27.46%
FY' 2016 DMH ESPs	25.17%	25.40%	25.29%
FY' 2016 All ESPs	27.46%	26.91%	27.21%

Summary:

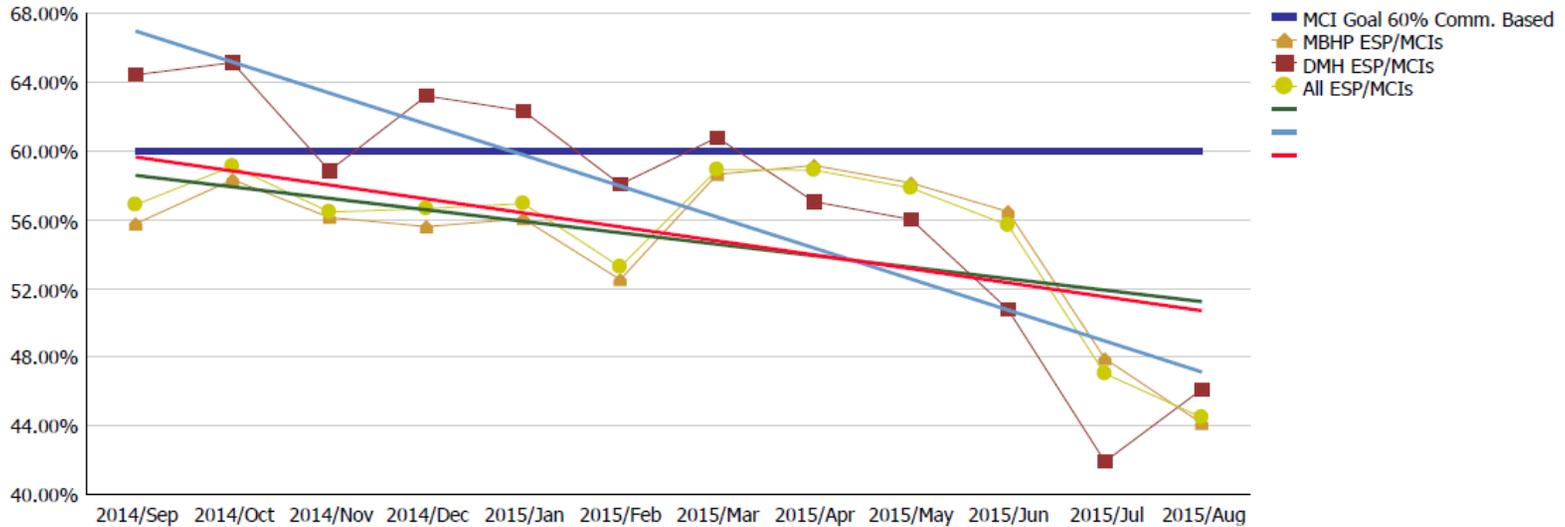
MBHP ESPs community-based interventions for adults are trending up and range from 26% to 28%, FY' 2016 avg 27%.

DMH ESPs community-based interventions are trending down and range from 22% to 30%, FY' 2016 avg 25%.

All ESPs community-based interventions are trending down and range from 25% to 28%, FY' 2016 avg 27%.

Community - based Interventions

MCI Youth 0-20, MBHP ESP/MCIs, DMH ESP/MCIs, All ESP/MCIs, Contracted Payers, Sep 2014 - Aug 2015

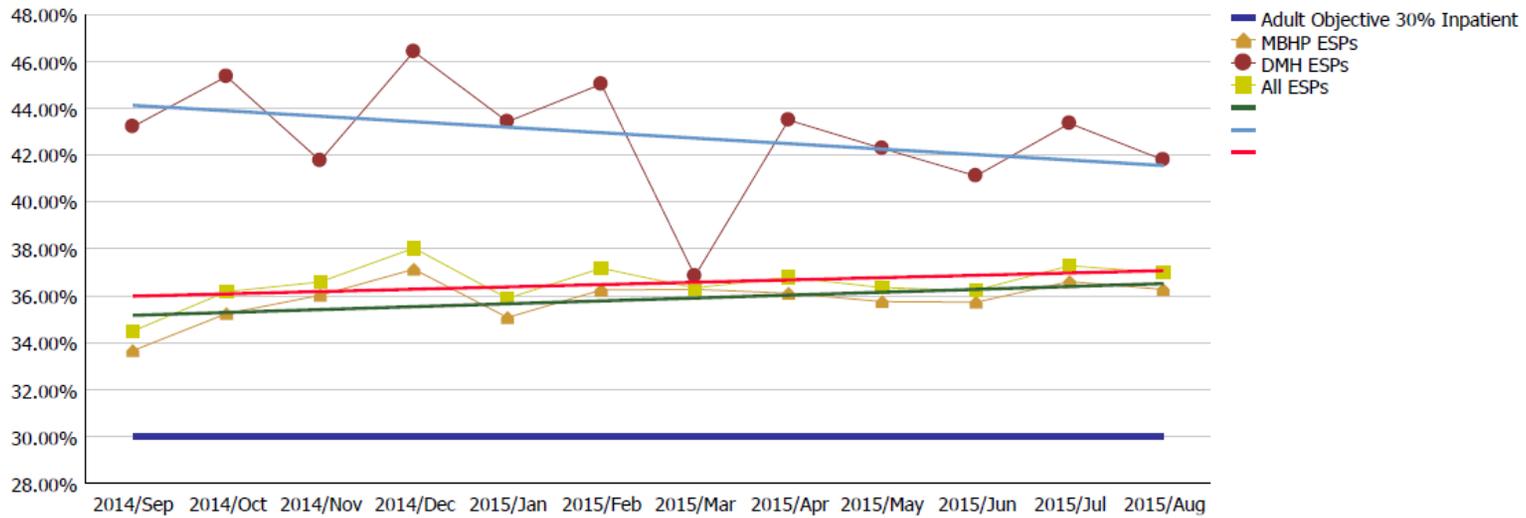


	2015/Jul	2015/Aug	FY 2016 YTD AVG
FY' 2016 MBHP ESP/MCIs	47.90%	44.14%	46.18%
FY' 2016 DMH ESP/MCIs	41.90%	46.12%	44.06%
FY' 2016 All ESP/MCIs	47.03%	44.48%	45.84%

Summary:

MBHP ESP/MCIs community-based interventions are trending down & range from 44% to 59%; FY' 2016 avg 46%
 DMH ESP/MCIs community-based interventions are trending down & range from 42% to 65%; FY' 2016 avg 44%
 All ESP/MCIs community-based interventions are trending down & range from 44% to 59%; FY' 2016 avg 46%

Disposition by CCS, Other Diversionary Services, and Inpatient Adults 21+, Contracted Payers, Sep 2014 - Aug 2015 Inpatient



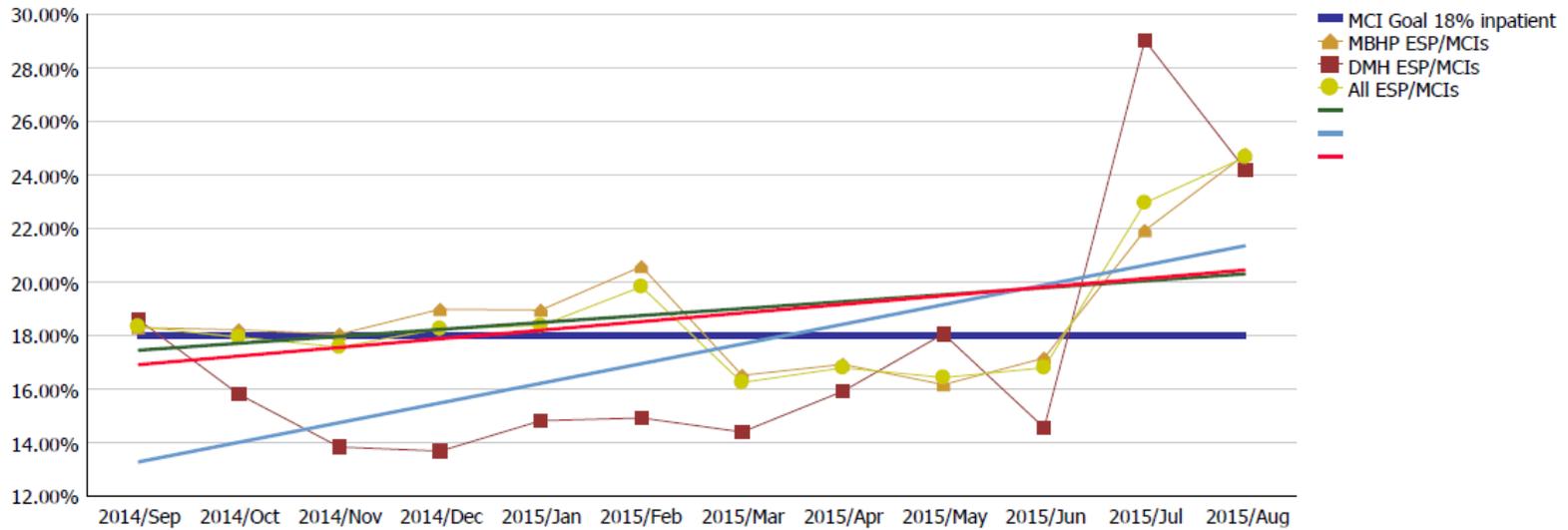
	2015/Jul	2015/Aug	FY2016 YTD AVG
FY' 2016 MBHP ESPs	36.61%	36.27%	36.46%
FY' 2016 DMH ESPs	43.36%	41.80%	42.56%
FY' 2016 All ESPs	37.28%	36.99%	37.15%

Summary:

MBHP ESPs Inpatient dispositions for adults are trending up & range from 34% to 37%; FY' 2016 avg 36%.
 DMH ESPs Inpatient dispositions for adults are trending down & range from 37% to 46%; FY' 2016 avg 43%.
 All ESPs Inpatient dispositions for adults are trending up & range from 34% to 38%; FY' 2016 avg 37%.

Disposition by ICBAT/CBAT, Other Diversionary Services and Inpatient

MCI Youth 0-20, MBHB ESP/MCIs, DMH ESP/MCIs, All ESP/MCIs, Contracted Payers, Sep 2014 - Aug 2015
Inpatient



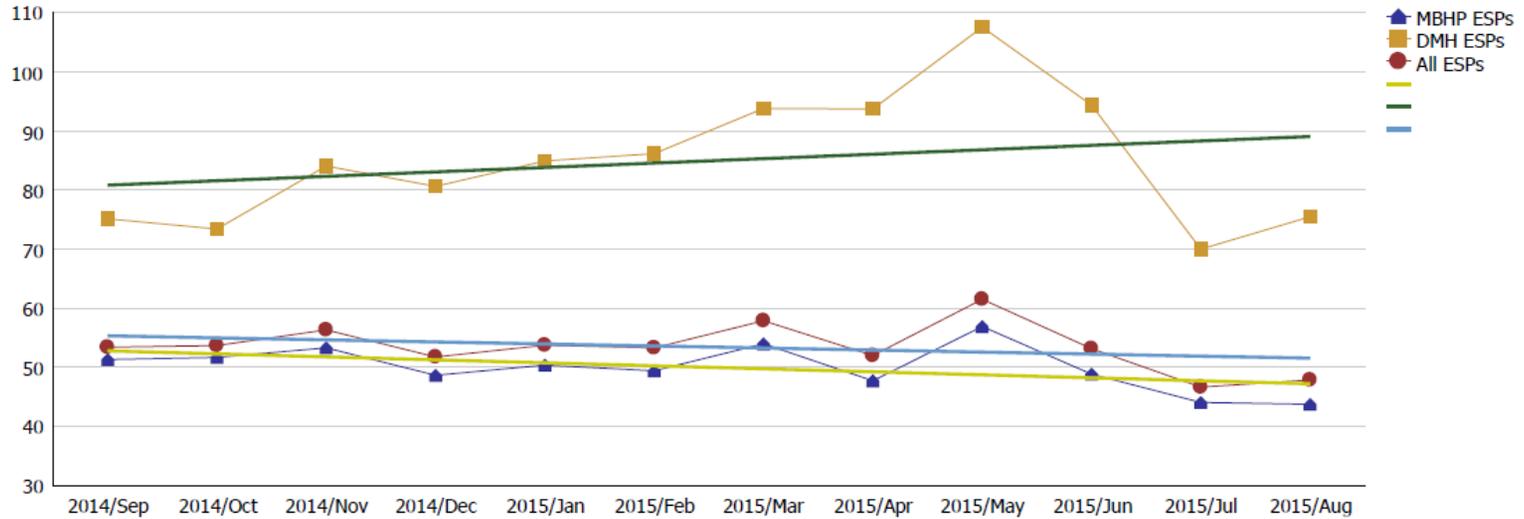
		2015/Jul	2015/Aug	FY2016 YTD AVG
FY' 2016	MBHP ESP/MCIs	21.94%	24.79%	23.24%
	DMH ESP/MCIs	29.05%	24.20%	26.57%
	All ESP/MCIs	22.97%	24.68%	23.77%

Summary:

MBHP ESP/MCIs Inpatient dispositions are trending up & range from 16% to 25%; FY' 2016 avg 23%
 DMH ESP/MCIs Inpatient dispositions are trending up & range from 14% to 29%; FY' 2016 avg 27%
 All ESP/MCIs Inpatient dispositions are trending up & range from 16% to 25%; FY' 2016 avg 24%

Response Time in Minutes

Adults 21+, Contracted Payers, Sep 2014 - Aug 2015



	2015/Jul	2015/Aug	FY2016 YTD AVG
FY' 2016 MBHP ESPs	44	44	44
FY' 2016 DMH ESPs	70	76	73
FY' 2016 All ESPs	47	48	47

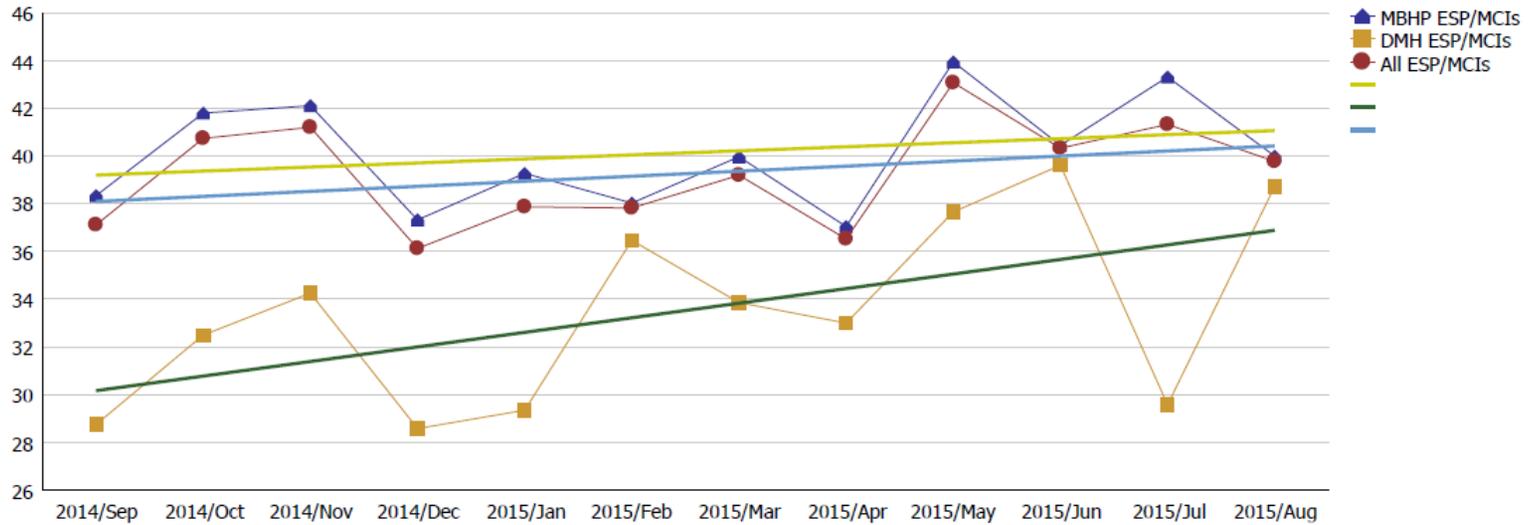
Summary:

MBHP ESPs response times for adults are trending down and ranges from 44 min to 57 min , FY' 2016 avg is 44 min.
 DMH ESPs response times for adults are trending up and ranges from 70 min to 108 min , FY' 2016 avg is 73 min.
 All ESPs response times for adults are trending down and ranges from 47 min to 62 min, FY' 2016 avg 47 min.

Note: Contractual requirement is a response time of 60 minutes or less

Response Time in Minutes

MCI Youth 0-20, MBHB ESP/MCIs, DMH ESP/MCIs, All ESP/MCIs, Contracted Payers, Sep 2014 - Aug 2015

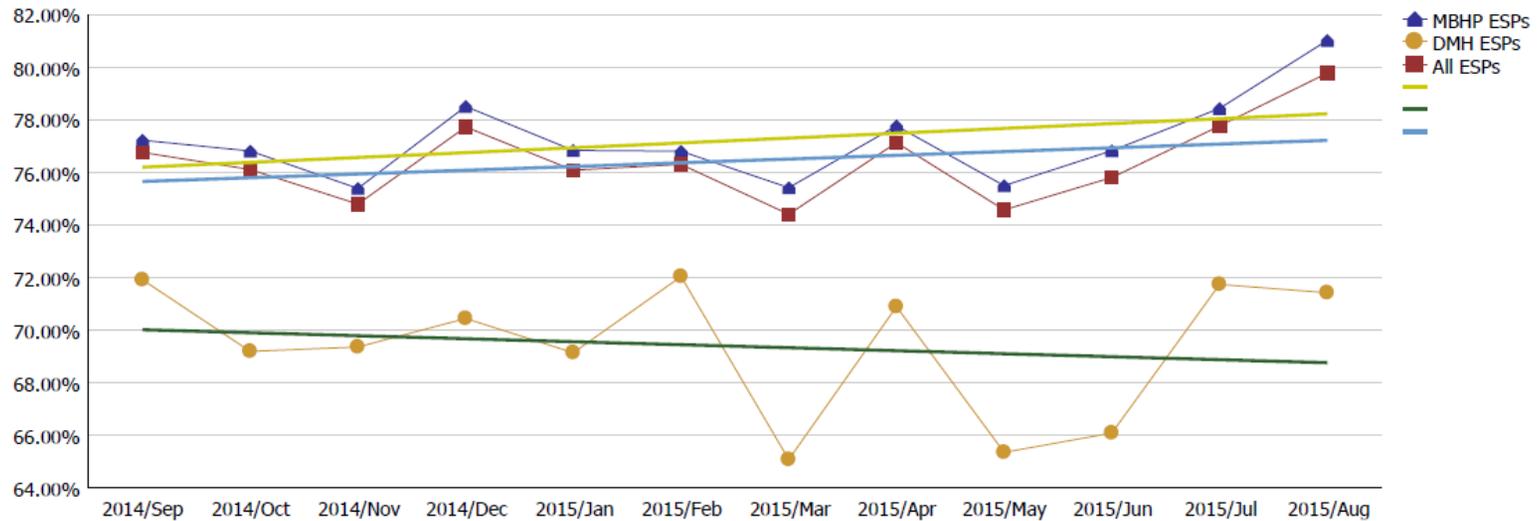


	2015/Jul	2015/Aug	FY2016 YTD AVG
FY' 2016 MBHP ESP	43	40	42
FY' 2016 DMH ESP	30	39	34
FY' 2016 ALL ESPs	41	40	41

Summary:

MBHP ESP/MCIs response time is trending up and ranges from 37 to 44; FY' 2016 avg 42
 DMH ESP/MCIs response time is trending up and ranges from 29 to 40; FY' 2016 avg 34
 All ESP/MCIs response time is trending up and ranges from 36 to 43; FY' 2016 avg 41

Response Time Percent Within 60 minutes Adults 21+, Contracted Payers, Sep 2014 - Aug 2015



	2015/Jul	2015/Aug	FY2016 YTD AVG
FY' 2016 MBHP ESPs	78.46%	81.06%	79.60%
FY' 2016 DMH ESPs	71.75%	71.43%	71.58%
FY' 2016 All ESPs	77.79%	79.81%	78.70%

Summary:

The average response time of MBHP ESPs within 60 min is trending up , MBHP ESPs response times range from 75.41% to 81.06%; FY' 2016 avg is 80%.

The average response time of DMH ESPs within 60 min is trending down, DMH ESPs response times range from 65.07% to 72.05%; FY' 2016 avg is 72%.

The average response time of All ESPs within 60 min is trending up , All ESPs response times range from 74.42% to 79.81%; FY' 2016 avg is 79%.