

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	700	694	1%
	Admits	77	79	-3%
	Discharges	105	72	46% ▲
	Service Hours	7,304	5,872	24% ▲

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	700	100.0%

Consumer Satisfaction Survey (Based on 166 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Overall		99%	80%	91%
✓ Quality and Appropriateness		98%	80%	93%
✓ Participation in Treatment		98%	80%	92%
✓ Access		96%	80%	88%
✓ Respect		96%	80%	91%
✓ Outcome		84%	80%	83%
● Recovery		79%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	19	3%	▼ 17%
26-34	68	10%	▼ 22%
35-44	103	15%	20%
45-54	184	26%	24%
55-64	209	30%	▲ 13%
65+	117	17%	▲ 4%

Gender	#	%	State Avg
Female	448	64%	▲ 40%
Male	252	36%	▼ 60%

Ethnicity	#	%	State Avg
Unknown	674	96%	▲ 7%
Hispanic-Other	26	4%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hisp-Puerto Rican			▼ 12%
Non-Hispanic			▼ 74%

Race	#	%	State Avg
White/Caucasian	609	87%	▲ 64%
Am. Indian/Native Alaskan	50	7%	1%
Other	41	6%	15%
Asian			1%
Black/African American			▼ 17%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			2%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	561	586	-4%
Admits	30	43	-30% ▼
Discharges	69	55	25% ▲
Service Hours	5,774	4,661	24% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	79%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	43%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	60%
SA Screen Complete	100%	60%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	76%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		31	53%	50%	54%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		473	84%	60%	49%	24% ▲
Stable Living Situation		554	98%	95%	74%	3%
Employed		94	17%	30%	17%	-13% ▼
Improved/Maintained Axis V GAF Score		58	11%	75%	39%	-64% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		494	100%	90%	90%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		20	69%	75%	60%	-6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	83%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 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	139	109	28% ▲
Admits	47	35	34% ▲
Discharges	36	16	125% ▲
Service Hours	1,530	1,211	26% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		9	28%	50%	54%	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		129	92%	60%	49%	32% ▲
✔ Stable Living Situation		135	96%	95%	74%	1%
● Employed		21	15%	30%	17%	-15% ▼
● Improved/Maintained Axis V GAF Score		34	29%	75%	39%	-46% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✔ Valid NOMS Data	99%	79%
✔ On-Time Periodic	100%	43%
✔ 6 Month Updates	100%	43%
✔ Cooccurring	100%	60%
✔ MH Screen Complete	100%	60%
✔ SA Screen Complete	100%	60%
✔ Diagnosis	100%	99%
✔ Valid Axis I Diagnosis	100%	99%
✔ Valid Axis V GAF Score	92%	90%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		104	100%	90%	90%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		39	83%	75%	60%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 91 Active Standard Outpatient Programs