

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	224	222	1%
	Admits	69	62	11% ▲
	Discharges	55	64	-14% ▼
	Service Hours	3,843	3,858	0%

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	224	100.0%

Consumer Satisfaction Survey (Based on 103 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Participation in Treatment		99%	80%	92%
✓ Overall		98%	80%	91%
✓ Access		98%	80%	88%
✓ Respect		98%	80%	91%
✓ Outcome		95%	80%	83%
✓ Recovery		82%	80%	79%

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

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	31	14%	17%	Female	148	66%	▲ 40%
26-34	38	17%	22%	Male	76	34%	▼ 60%
35-44	45	20%	20%				
45-54	62	28%	24%				
55-64	39	17%	13%				
65+	9	4%	4%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	197	88%	▲ 74%	Black/African American	136	61%	▲ 17%
Hisp-Puerto Rican	20	9%	12%	White/Caucasian	54	24%	▼ 64%
Hispanic-Other	5	2%	7%	Other	20	9%	15%
Unknown	2	1%	7%	Am. Indian/Native Alaskan	7	3%	1%
Hispanic-Cuban		0%		Multiple Races	6	3%	1%
Hispanic-Mexican		0%		Asian	1	0%	1%
				Hawaiian/Other Pacific Islander		0%	0%
				Unknown			2%

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

Program Activity

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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	94%	60%
SA Screen Complete	97%	60%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	97%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	28%	50%	54%	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		205	89%	60%	49%	29% ▲
Stable Living Situation		219	95%	95%	74%	0%
Employed		36	16%	30%	17%	-14% ▼
Improved/Maintained Axis V GAF Score		59	31%	75%	39%	-44% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		175	99%	90%	90%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		56	81%	75%	60%	6%

Data Submitted to DMHAS by Month

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

■ 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