

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,469	1,074	37% ▲
	Admits	705	380	86% ▲
	Discharges	408	320	28% ▲
	Service Hours	8,164	6,240	31% ▲

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,469	100.0%

Consumer Satisfaction Survey (Based on 92 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		91%	80%	92%
✓ General Satisfaction		90%	80%	92%
✓ Respect		89%	80%	91%
✓ Access		89%	80%	88%
✓ Overall		85%	80%	91%
✓ Quality and Appropriateness		84%	80%	93%
● Outcome		76%	80%	83%
● Recovery		58%	80%	79%

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

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	149	10%	17%	Female	812	55%	▲ 40%
26-34	265	18%	22%	Male	656	45%	▼ 60%
35-44	342	23%	20%				
45-54	418	28%	24%				
55-64	224	15%	13%				
65+	71	5%	4%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Hisp-Puerto Rican	770	52%	▲ 12%	Other	840	57%	▲ 15%
Non-Hispanic	442	30%	▼ 74%	Black/African American	303	21%	17%
Hispanic-Other	157	11%	7%	White/Caucasian	162	11%	▼ 64%
Unknown	97	7%	7%	Unknown	132	9%	2%
Hispanic-Mexican	2	0%	0%	Hawaiian/Other Pacific Islander	12	1%	0%
Hispanic-Cuban	1	0%	0%	Multiple Races	9	1%	1%
				Am. Indian/Native Alaskan	7	0%	1%
				Asian	4	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,303	970	34% ▲
Admits	620	360	72% ▲
Discharges	383	286	34% ▲
Service Hours	7,079	5,390	31% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	79%
On-Time Periodic 6 Month Updates	39%	43%
Cooccurring	Actual	State Avg
MH Screen Complete	66%	60%
SA Screen Complete	66%	60%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		30	8%	50%	54%	-42% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		631	48%	60%	49%	-12% ▼
Employed		91	7%	30%	17%	-23% ▼
Stable Living Situation		899	68%	95%	74%	-27% ▼
Improved/Maintained Axis V GAF Score		604	56%	75%	39%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		927	98%	90%	90%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		180	30%	75%	60%	-45% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 91 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	177	126	40% ▲
Admits	85	20	325% ▲
Discharges	25	34	-26% ▼
Service Hours	1,084	851	28% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	79%
On-Time Periodic 6 Month Updates	38%	43%
Cooccurring	Actual	State Avg
MH Screen Complete	98%	60%
SA Screen Complete	95%	60%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	99%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	12%	50%	54%	-38% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		97	54%	60%	49%	-6%
Stable Living Situation		135	76%	95%	74%	-19% ▼
Employed		8	4%	30%	17%	-26% ▼
Improved/Maintained Axis V GAF Score		76	58%	75%	39%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		152	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		23	27%	75%	60%	-48% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		■	■	■	■	■	■	■	■	■	■	■	92%
Discharges		■	■			■	■	■	■	■	■	■	75%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
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* State Avg based on 91 Active Standard Outpatient Programs