

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	478	477	0%
	Admits	125	129	-3%
	Discharges	146	123	19% ▲
	Service Hours	2,047	1,891	8%

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	478	100.0%

Consumer Satisfaction Survey (Based on 135 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ Quality and Appropriateness		99%	80%	93%
✓ General Satisfaction		99%	80%	92%
✓ Respect		98%	80%	91%
✓ Access		98%	80%	88%
✓ Overall		97%	80%	91%
✓ Outcome		84%	80%	83%
● Recovery		74%	80%	79%

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

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	58	12%	17%	Female	287	60%	▲ 40%
26-34	91	19%	22%	Male	190	40%	▼ 60%
35-44	78	16%	20%				
45-54	111	23%	24%				
55-64	80	17%	13%				
65+	59	12%	4%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	447	94%	▲ 74%	White/Caucasian	450	94%	▲ 64%
Hispanic-Other	21	4%	7%	Black/African American	18	4%	▼ 17%
Unknown	6	1%	7%	Other	6	1%	▼ 15%
Hisp-Puerto Rican	4	1%	▼ 12%	Unknown	4	1%	2%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan			1%
Hispanic-Mexican			0%	Asian			1%
				Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%

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 6 Month Updates	0%	43%
Cooccurring	Actual	State Avg
MH Screen Complete	94%	60%
SA Screen Complete	93%	60%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	98%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	10%	50%	54%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		464	96%	60%	49%	36% ▲
Stable Living Situation		479	99%	95%	74%	4%
Employed		152	31%	30%	17%	1%
Improved/Maintained Axis V GAF Score		139	32%	75%	39%	-43% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		333	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		64	51%	75%	60%	-24% ▼

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