

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,464	1,381	6%
	Admits	538	474	14% ▲
	Discharges	450	437	3%
	Service Hours	5,905	6,306	-6%

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,464	100.0%

Consumer Satisfaction Survey (Based on 201 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		98%	80%	92%
✓ Participation in Treatment		96%	80%	92%
✓ Respect		95%	80%	91%
✓ Overall		95%	80%	91%
✓ Access		94%	80%	88%
● Outcome		73%	80%	83%
● Recovery		69%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	120	8%	17%
26-34	207	14%	22%
35-44	311	21%	20%
45-54	409	28%	24%
55-64	299	20%	13%
65+	118	8%	4%

Gender	#	%	State Avg
Female	947	65%	▲ 40%
Male	517	35%	▼ 60%

Ethnicity	#	%	State Avg
Non-Hispanic	806	55%	▼ 74%
Hisp-Puerto Rican	568	39%	▲ 12%
Hispanic-Other	82	6%	7%
Hispanic-Cuban	6	0%	0%
Hispanic-Mexican	2	0%	0%
Unknown			7%

Race	#	%	State Avg
White/Caucasian	731	50%	▼ 64%
Other	546	37%	▲ 15%
Black/African American	170	12%	17%
Hawaiian/Other Pacific Islander	11	1%	0%
Multiple Races	3	0%	1%
Asian	2	0%	1%
Am. Indian/Native Alaskan	1	0%	1%
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	99%	79%
On-Time Periodic 6 Month Updates	100%	43%
Cooccurring	Actual	State Avg
MH Screen Complete	98%	60%
SA Screen Complete	97%	60%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	99%
Valid Axis V GAF Score	100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		265	60%	50%	54%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,436	95%	60%	49%	35% ▲
Stable Living Situation		1,472	97%	95%	74%	2%
Improved/Maintained Axis V GAF Score		1,083	81%	75%	39%	6%
Employed		202	13%	30%	17%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,065	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		333	64%	75%	60%	-11% ▼

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