

### Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	323	313	3%
	Admits	73	65	12% ▲
	Discharges	47	62	-24% ▼
	Service Hours	1,808	2,482	-27% ▼

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

### Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	323	100.0%

### Consumer Satisfaction Survey (Based on 120 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Overall		98%	80%	91%
✓ Participation in Treatment		98%	80%	92%
✓ Respect		97%	80%	91%
✓ General Satisfaction		97%	80%	92%
✓ Access		93%	80%	88%
✓ Outcome		83%	80%	83%
✓ Recovery		81%	80%	79%

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

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	12	4%	▼ 17%	Female	166	51%	▲ 40%
26-34	46	14%	22%	Male	157	49%	▼ 60%
35-44	56	17%	20%				
45-54	88	27%	24%				
55-64	81	25%	▲ 13%				
65+	39	12%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	296	92%	▲ 74%	White/Caucasian	236	73%	64%
Unknown	10	3%	7%	Black/African American	59	18%	17%
Hispanic-Other	8	2%	7%	Other	19	6%	15%
Hisp-Puerto Rican	8	2%	12%	Unknown	6	2%	2%
Hispanic-Mexican	1	0%	0%	Asian	2	1%	1%
Hispanic-Cuban			0%	Multiple Races	1	0%	1%
				Am. Indian/Native Alaskan			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	94%	79%
On-Time Periodic	Actual	State Avg
6 Month Updates	91%	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	100%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	15%	50%	54%	-35% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		209	64%	60%	49%	4%
Stable Living Situation		315	97%	95%	74%	2%
Employed		85	26%	30%	17%	-4%
Improved/Maintained Axis V GAF Score		41	14%	75%	39%	-61% ▼

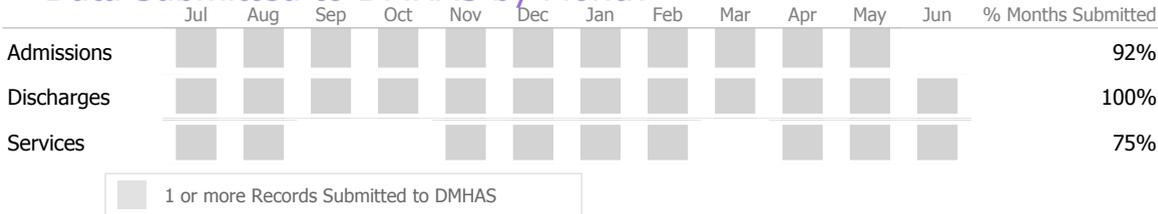
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		273	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		54	74%	75%	60%	-1%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 91 Active Standard Outpatient Programs