

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 1,002 | 1,366 | -27% ▼ |
| | Admits | 188 | 304 | -38% ▼ |
| | Discharges | 573 | 550 | 4% |
| | Service Hours | 4,849 | 7,688 | -37% ▼ |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|--------------------|-------|--------|
| Mental Health | Outpatient | 1,002 | 100.0% |

Consumer Satisfaction Survey (Based on 166 FY14 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Participation in Treatment | | 93% | 80% | 92% |
| ✓ Quality and Appropriateness | | 91% | 80% | 93% |
| ✓ General Satisfaction | | 90% | 80% | 92% |
| ✓ Respect | | 89% | 80% | 91% |
| ✓ Access | | 85% | 80% | 88% |
| ✓ Overall | | 84% | 80% | 91% |
| ● Outcome | | 66% | 80% | 83% |
| ● Recovery | | 62% | 80% | 79% |

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

Client Demographics

| Age | # | % | State Avg | Gender | # | % | State Avg |
|-------|-----|-----|-----------|---------------------------------|-----|-----|-----------|
| 18-25 | 68 | 7% | 16% | Female | 583 | 58% | ▲ 40% |
| 26-34 | 152 | 15% | 24% | Male | 419 | 42% | ▼ 60% |
| 35-44 | 197 | 20% | 19% | | | | |
| 45-54 | 311 | 31% | 23% | | | | |
| 55-64 | 206 | 21% | 14% | | | | |
| 65+ | 67 | 7% | 4% | | | | |
| | | | | Race | # | % | State Avg |
| | | | | Other | 629 | 63% | ▲ 13% |
| | | | | Black/African American | 183 | 18% | 17% |
| | | | | White/Caucasian | 120 | 12% | ▼ 66% |
| | | | | Unknown | 32 | 3% | 3% |
| | | | | Multiple Races | 14 | 1% | 1% |
| | | | | Am. Indian/Native Alaskan | 13 | 1% | 1% |
| | | | | Hawaiian/Other Pacific Islander | 10 | 1% | 0% |
| | | | | Asian | 1 | 0% | 1% |

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 859 | 1,177 | -27% ▼ |
| Admits | 167 | 253 | -34% ▼ |
| Discharges | 488 | 479 | 2% |
| Service Hours | 4,134 | 6,437 | -36% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 91% | 94% |
| On-Time Periodic | | |
| 6 Month Updates | 88% | 66% |
| Cooccurring | | |
| MH Screen Complete | 88% | 67% |
| SA Screen Complete | 95% | 62% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 99% | 98% |
| Valid Axis V GAF Score | 99% | 92% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 239 | 49% | 50% | 40% | -1% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Improved/Maintained Axis V GAF Score | | 689 | 86% | 75% | 57% | 11% ▲ |
| Social Support | | 517 | 59% | 60% | 66% | -1% |
| Stable Living Situation | | 775 | 88% | 95% | 85% | -7% |
| Employed | | 84 | 10% | 30% | 21% | -20% ▼ |

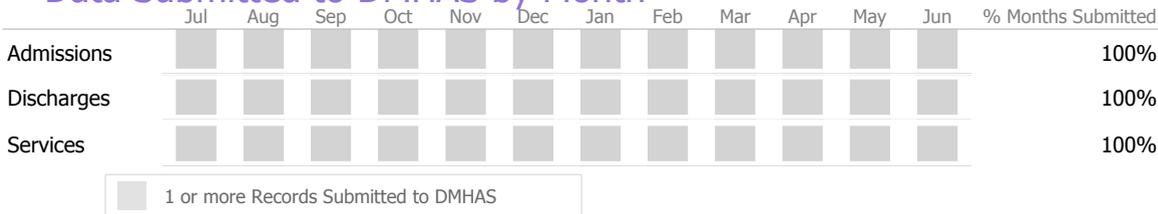
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 394 | 100% | 90% | 86% | 10% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 98 | 61% | 75% | 69% | -14% ▼ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ▲ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 145 | 196 | -26% ▼ |
| Admits | 21 | 51 | -59% ▼ |
| Discharges | 85 | 71 | 20% ▲ |
| Service Hours | 716 | 1,250 | -43% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 93% | 94% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 88% | 66% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 69% | 67% |
| SA Screen Complete | 69% | 62% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 99% | 98% |
| Valid Axis V GAF Score | 99% | 92% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 31 | 36% | 50% | 40% | -14% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 103 | 70% | 60% | 66% | 10% |
| Improved/Maintained Axis V GAF Score | | 114 | 83% | 75% | 57% | 8% |
| Stable Living Situation | | 128 | 86% | 95% | 85% | -9% |
| Employed | | 13 | 9% | 30% | 21% | -21% ▼ |

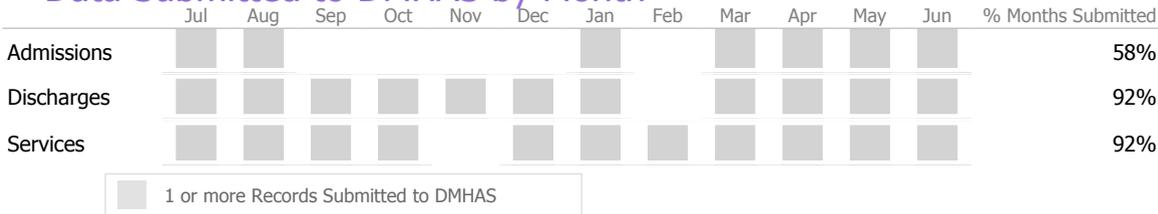
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 62 | 98% | 90% | 86% | 8% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 8 | 40% | 75% | 69% | -35% ▼ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs