

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	552	601	-8%
	Admits	54	53	2%
	Discharges	120	102	18% ▲
	Service Hours	5,369	7,412	-28% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	552	100.0%

### Consumer Satisfaction Survey

(Based on 68 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Respect		100%	80%	91%
✓ General Satisfaction		99%	80%	92%
✓ Overall		97%	80%	91%
✓ Access		97%	80%	88%
✓ Participation in Treatment		96%	80%	92%
✓ Outcome		87%	80%	83%
● Recovery		74%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	9	2%	15% ▼
26-34	37	7%	24% ▼
35-44	70	13%	19%
45-54	116	21%	22%
55-64	197	36%	15% ▲
65+	123	22%	4% ▲

Gender	#	%	State Avg
Female	360	65%	40% ▲
Male	192	35%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	530	96%	75% ▲
Hispanic-Other	22	4%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			12% ▼
Unknown			6%

Race	#	%	State Avg
White/Caucasian	480	87%	65% ▲
Black/African American	38	7%	16%
Other	30	5%	13%
Am. Indian/Native Alaskan	4	1%	1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			3%

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

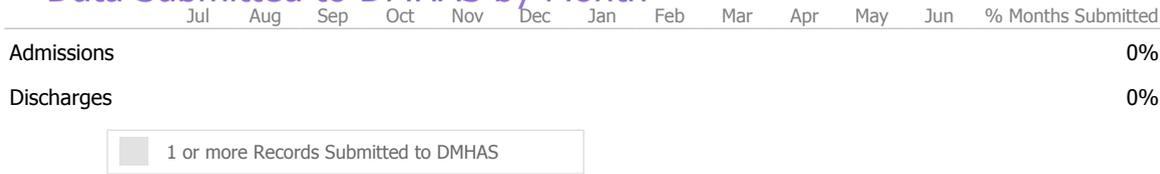
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	1	▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div style="width: 0%;"></div>	N/A	N/A	95%	57%	N/A
No Re-admit within 30 Days of Discharge	<div style="width: 0%;"></div>	N/A	N/A	85%	90%	N/A
Follow-up within 30 Days of Discharge	<div style="width: 0%;"></div>	N/A	N/A	90%	54%	N/A

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 29 Active Acute Psychiatric Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	428	462	-7%
Admits	27	18	50% ▲
Discharges	80	63	27% ▲
Service Hours	3,894	5,439	-28% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	98%	78%
SA Screen Complete	98%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	86%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		30	38%	50%	42%	-12% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		349	81%	60%	69%	21% ▲
Improved/Maintained Axis V GAF Score		382	91%	75%	53%	16% ▲
Stable Living Situation		420	98%	95%	86%	3%
Employed		75	17%	30%	22%	-13% ▼

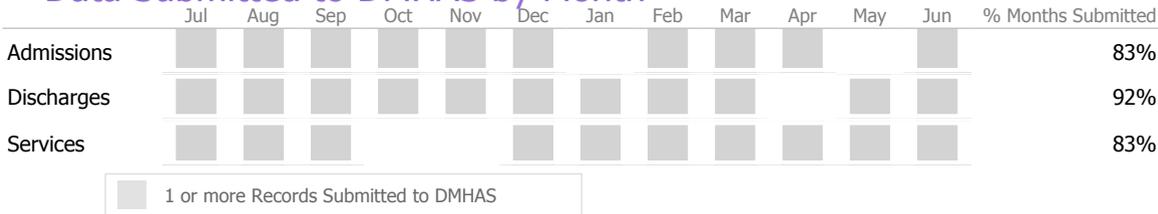
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		342	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		17	63%	75%	65%	-12% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
  Goal
  Goal Met
  Below Goal

\* State Avg based on 94 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	127	140	-9%
Admits	27	34	-21% ▼
Discharges	40	38	5%
Service Hours	1,475	1,973	-25% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	94%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	97%	78%
SA Screen Complete	97%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	86%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	22%	50%	42%	-28% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		114	88%	60%	69%	28% ▲
Improved/Maintained Axis V GAF Score		99	82%	75%	53%	7%
Stable Living Situation		124	96%	95%	86%	1%
Employed		23	18%	30%	22%	-12% ▼

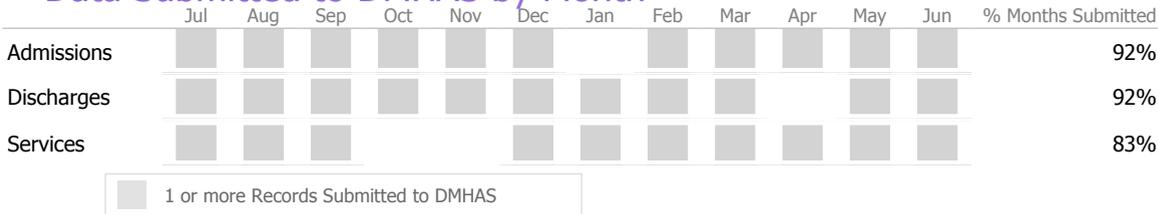
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		88	99%	90%	86%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		18	67%	75%	65%	-8%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual   
  Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 94 Active Standard Outpatient Programs