

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,452	1,450	0%
	Admits	401	339	18% ▲
	Discharges	407	410	-1%
	Service Hours	7,585	7,270	4%

▲ > 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	1,452	100.0%

### Consumer Satisfaction Survey (Based on 174 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		99%	80%	91%
✓ Quality and Appropriateness		99%	80%	93%
✓ General Satisfaction		97%	80%	92%
✓ Access		97%	80%	88%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		95%	80%	91%
✓ Outcome		91%	80%	83%
✓ Recovery		83%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	89	6%	15%
26-34	159	11%	24%
35-44	286	20%	19%
45-54	428	29%	22%
55-64	346	24%	15%
65+	144	10%	4%

Gender	#	%	State Avg
Female	907	63%	40% ▲
Male	544	37%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	777	54%	75% ▼
Hisp-Puerto Rican	536	37%	12% ▲
Hispanic-Other	134	9%	7%
Hispanic-Cuban	4	0%	0%
Hispanic-Mexican	1	0%	1%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	759	52%	65% ▼
Other	500	34%	13% ▲
Black/African American	174	12%	16%
Hawaiian/Other Pacific Islander	11	1%	0%
Multiple Races	3	0%	1%
Unknown	3	0%	3%
Am. Indian/Native Alaskan	1	0%	1%
Asian	1	0%	1%

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

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### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	87%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	98%	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		168	41%	50%	42%	-9%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,387	93%	60%	69%	33% ▲
Improved/Maintained Axis V GAF Score		1,206	88%	75%	53%	13% ▲
Stable Living Situation		1,445	97%	95%	86%	2%
Employed		237	16%	30%	22%	-14% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,089	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		329	86%	75%	65%	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 94 Active Standard Outpatient Programs