

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	821	736	12%	▲
	Admits	52	33	58%	▲
	Discharges	39	25	56%	▲
	Service Hours	1,500	1,383	8%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	805	98.1%
	Case Management	16	1.9%

Consumer Satisfaction Survey

(Based on 100 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		98%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ Respect		96%	80%	91%
✓ General Satisfaction		96%	80%	92%
✓ Access		96%	80%	88%
✓ Participation in Treatment		96%	80%	92%
✓ Outcome		85%	80%	83%
✓ Recovery		83%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	49	6%	13%
26-34	105	13%	22%
35-44	104	13%	19%
45-54	208	25%	24%
55-64	223	27%	17%
65+	132	16%	5%

Gender	#	%	State Avg
Female	502	61%	42%
Male	319	39%	58%

Ethnicity	#	%	State Avg
Non-Hispanic	586	71%	75%
Hispanic-Other	216	26%	6%
Hisp-Puerto Rican	16	2%	12%
Unknown	3	0%	5%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	613	75%	66%
Black/African American	192	23%	16%
Asian	9	1%	1%
Other	6	1%	13%
Unknown	1	0%	3%
Am. Indian/Native Alaskan			0%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	805	733	10%
Admits	36	33	9%
Discharges	37	24	54% ▲
Service Hours	1,486	1,383	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%

On-Time Periodic	Actual	State Avg
6 Month Updates	81%	67%

Cooccurring	Actual	State Avg
MH Screen Complete	90%	78%
SA Screen Complete	88%	76%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	19%	50%	38%	-31% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		765	95%	95%	83%	0%
Social Support		469	58%	60%	65%	-2%
Improved/Maintained Axis V GAF Score		588	81%	75%	48%	6%
Employed		146	18%	30%	19%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		643	84%	90%	71%	-6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		33	92%	75%	63%	17% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16		
Admits	16	-	
Discharges	2	-	
Service Hours	14	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		16	100%	50%	76%	50% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		■	■	67%
Discharges			■	33%
Services				0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 Active Outreach & Engagement Programs