

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	790	947	-17%	▼
	Admits	353	122	189%	▲
	Discharges	195	443	-56%	▼
	Service Hours	4,465	4,110	9%	

▲ > 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	790	100.0%

### Consumer Satisfaction Survey (Based on 161 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		93%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ General Satisfaction		93%	80%	92%
✓ Participation in Treatment		91%	80%	92%
✓ Respect		90%	80%	91%
✓ Access		89%	80%	88%
● Outcome		71%	80%	83%
● Recovery		69%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	60	8%	15%
26-34	135	17%	24%
35-44	152	19%	19%
45-54	247	31%	23%
55-64	164	21%	15%
65+	32	4%	5%

Gender	#	%	State Avg
Female	471	60%	▲ 40%
Male	319	40%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	474	60%	▲ 12%
Non-Hispanic	230	29%	▼ 75%
Hispanic-Other	67	8%	7%
Unknown	18	2%	5%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Other	517	65%	▲ 13%
Black/African American	137	17%	17%
White/Caucasian	99	13%	▼ 65%
Multiple Races	17	2%	1%
Unknown	11	1%	3%
Am. Indian/Native Alaskan	4	1%	0%
Hawaiian/Other Pacific Islander	3	0%	0%
Asian	2	0%	1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	648	814	-20% ▼
Admits	265	113	135% ▲
Discharges	158	377	-58% ▼
Service Hours	3,655	3,517	4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	92%

On-Time Periodic	Actual	State Avg
6 Month Updates	47%	62%

Cooccurring	Actual	State Avg
MH Screen Complete	98%	77%
SA Screen Complete	98%	74%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	93%	85%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		53	34%	50%	42%	-16% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		413	63%	60%	69%	3%
Stable Living Situation		584	89%	95%	86%	-6%
Employed		77	12%	30%	21%	-18% ▼
Improved/Maintained Axis V GAF Score		356	72%	75%	52%	-3%

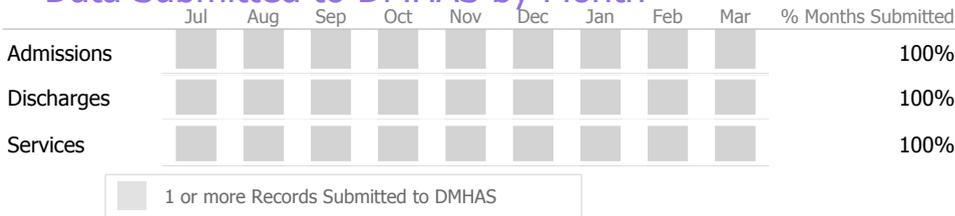
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		474	95%	90%	84%	5%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		191	72%	75%	65%	-3%

### 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	150	135	11% ▲
Admits	88	9	878% ▲
Discharges	37	66	-44% ▼
Service Hours	811	593	37% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	92%
On-Time Periodic 6 Month Updates	58%	62%
Cooccurring	Actual	State Avg
MH Screen Complete	99%	77%
SA Screen Complete	99%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	91%	85%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	32%	50%	42%	-18% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		108	72%	60%	69%	12% ▲
Stable Living Situation		133	88%	95%	86%	-7%
Employed		15	10%	30%	21%	-20% ▼
Improved/Maintained Axis V GAF Score		64	66%	75%	52%	-9%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		110	96%	90%	84%	6%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		55	63%	75%	65%	-12% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■		■	■	89%
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