

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	438	526	-17% ▼
	Admits	1	26	-96% ▼
	Discharges	29	42	-31% ▼
	Service Hours	1,225	1,281	-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	438	100.0%

### Consumer Satisfaction Survey

(Based on 60 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Participation in Treatment		93%	80%	92%
✓ Overall		93%	80%	91%
✓ Access		91%	80%	88%
✓ Quality and Appropriateness		91%	80%	93%
✓ Respect		85%	80%	91%
● Outcome		74%	80%	83%
● Recovery		64%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	2	0%	12% ▼
26-34	28	6%	22% ▼
35-44	49	11%	19%
45-54	86	20%	23%
55-64	156	36%	18% ▲
65+	117	27%	6% ▲

Gender	#	%	State Avg
Female	281	64%	42% ▲
Male	157	36%	58% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	417	95%	75% ▲
Hispanic-Other	21	5%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			12% ▼
Unknown			6%

Race	#	%	State Avg
White/Caucasian	375	86%	65% ▲
Black/African American	33	8%	16%
Other	26	6%	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	350	415	-16% ▼
Admits	1	14	-93% ▼
Discharges	15	27	-44% ▼
Service Hours	910	884	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%

On-Time Periodic	Actual	State Avg
6 Month Updates	99%	58%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	100%	81%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	86%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			█	33%
Discharges	█	█	█	100%
Services	█	█	█	100%

█ 1 or more Records Submitted to DMHAS

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	27%	50%	42%	-23% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		295	84%	60%	64%	24% ▲
Improved/Maintained Axis V GAF Score		310	89%	75%	45%	14% ▲
Stable Living Situation		343	98%	95%	80%	3%
Employed		59	17%	30%	19%	-13% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		214	64%	90%	69%	-26% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	64%	-75% ▼

▲ > 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	89	114	-22% ▼
Admits	-	12	-100% ▼
Discharges	14	15	-7%
Service Hours	314	397	-21% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	83%
SA Screen Complete	N/A	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	86%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	7%	50%	42%	-43% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		86	97%	60%	64%	37% ▲
Improved/Maintained Axis V GAF Score		79	92%	75%	45%	17% ▲
Stable Living Situation		87	98%	95%	80%	3%
Employed		17	19%	30%	19%	-11% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		59	79%	90%	69%	-11% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	64%	-75% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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