

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 587 | 548 | 7% |
| | Admits | 100 | 103 | -3% |
| | Discharges | 124 | 116 | 7% |
| | Service Hours | 1,387 | 1,407 | -1% |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|--------------------|-----|--------|
| Mental Health | Outpatient | 587 | 100.0% |

Consumer Satisfaction Survey (Based on 91 FY16 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Quality and Appropriateness | | 98% | 80% | 93% |
| ✓ General Satisfaction | | 97% | 80% | 92% |
| ✓ Overall | | 97% | 80% | 91% |
| ✓ Respect | | 96% | 80% | 91% |
| ✓ Access | | 96% | 80% | 88% |
| ✓ Participation in Treatment | | 94% | 80% | 92% |
| ✓ Outcome | | 82% | 80% | 83% |
| ● Recovery | | 72% | 80% | 79% |

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

Client Demographics

| Age | # | % | State Avg |
|-------|-----|-----|-----------|
| 18-25 | 36 | 6% | 12% |
| 26-34 | 86 | 15% | 22% |
| 35-44 | 104 | 18% | 19% |
| 45-54 | 207 | 35% | ▲ 23% |
| 55-64 | 129 | 22% | 18% |
| 65+ | 25 | 4% | 6% |

| Gender | # | % | State Avg |
|-------------|-----|-----|-----------|
| Female | 360 | 61% | ▲ 42% |
| Male | 227 | 39% | ▼ 58% |
| Transgender | | | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|-----|-----|-----------|
| Hisp-Puerto Rican | 372 | 63% | ▲ 12% |
| Non-Hispanic | 155 | 26% | ▼ 75% |
| Hispanic-Other | 49 | 8% | 7% |
| Unknown | 10 | 2% | 6% |
| Hispanic-Mexican | 1 | 0% | 1% |
| Hispanic-Cuban | | | 0% |

| Race | # | % | State Avg |
|---------------------------------|-----|-----|-----------|
| Other | 400 | 68% | ▲ 13% |
| Black/African American | 92 | 16% | 16% |
| White/Caucasian | 72 | 12% | ▼ 65% |
| Multiple Races | 12 | 2% | 1% |
| Unknown | 7 | 1% | 3% |
| Asian | 2 | 0% | 1% |
| Hawaiian/Other Pacific Islander | 2 | 0% | 0% |
| Am. Indian/Native Alaskan | | | 1% |

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 498 | 470 | 6% |
| Admits | 84 | 85 | -1% |
| Discharges | 105 | 101 | 4% |
| Service Hours | 1,181 | 1,193 | -1% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 89% | 93% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 77% | 58% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 97% | 83% |
| SA Screen Complete | 97% | 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 | | 45 | 43% | 50% | 42% | -7% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 297 | 59% | 60% | 64% | -1% |
| Stable Living Situation | | 446 | 89% | 95% | 80% | -6% |
| Improved/Maintained Axis V GAF Score | | 279 | 74% | 75% | 45% | -1% |
| Employed | | 52 | 10% | 30% | 19% | -20% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 383 | 97% | 90% | 69% | 7% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 55 | 65% | 75% | 64% | -10% |

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 94 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 89 | 80 | 11% ▲ |
| Admits | 16 | 18 | -11% ▼ |
| Discharges | 19 | 15 | 27% ▲ |
| Service Hours | 206 | 214 | -4% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 87% | 93% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 74% | 58% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 100% | 83% |
| SA Screen Complete | 100% | 81% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 99% | 97% |
| Valid Axis V GAF Score | 98% | 86% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 6 | 32% | 50% | 42% | -18% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 59 | 66% | 60% | 64% | 6% |
| Stable Living Situation | | 84 | 94% | 95% | 80% | -1% |
| Employed | | 9 | 10% | 30% | 19% | -20% ▼ |
| Improved/Maintained Axis V GAF Score | | 49 | 68% | 75% | 45% | -7% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 69 | 97% | 90% | 69% | 7% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 9 | 56% | 75% | 64% | -19% ▼ |

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 94 Active Standard Outpatient Programs