

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	698	659	6%
	Admits	240	220	9%
	Discharges	213	180	18% ▲
	Service Hours	2,711	2,914	-7%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	698	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	46	7%	13%
26-34	108	15%	23%
35-44	117	17%	19%
45-54	240	34% ▲	22%
55-64	152	22%	17%
65+	35	5%	5%

Gender	#	%	State Avg
Female	423	61% ▲	41%
Male	275	39% ▼	59%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	448	64% ▲	12%
Non-Hispanic	183	26% ▼	74%
Hispanic-Other	54	8%	7%
Unknown	11	2%	6%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
Other	472	68% ▲	13%
Black/African American	112	16%	16%
White/Caucasian	86	12% ▼	65%
Multiple Races	13	2%	1%
Unknown	8	1%	3%
Am. Indian/Native Alaskan	3	0%	1%
Asian	2	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	603	545	11% ▲
Admits	198	162	22% ▲
Discharges	168	151	11% ▲
Service Hours	2,294	2,423	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	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%	87%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		71	42%	50%	39%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		350	57%	60%	66%	-3%
Stable Living Situation		546	89%	95%	82%	-6%
Employed		69	11%	30%	20%	-19% ▼
Improved/Maintained Axis V GAF Score		330	74%	75%	49%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		426	95%	90%	79%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		111	57%	75%	64%	-18% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	114	119	-4%
Admits	42	58	-28% ▼
Discharges	45	29	55% ▲
Service Hours	417	491	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	71%	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	99%	87%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		25	56%	50%	39%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		69	60%	60%	66%	0%
● Stable Living Situation		108	94%	95%	82%	-1%
● Employed		9	8%	30%	20%	-22% ▼
● Improved/Maintained Axis V GAF Score		56	60%	75%	49%	-15% ▼

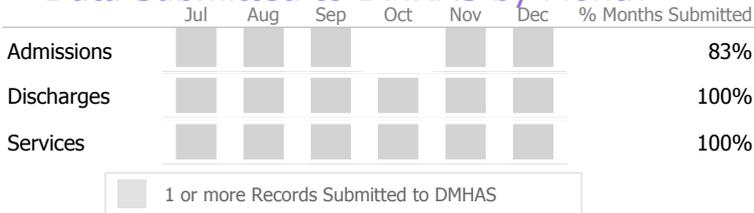
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		69	99%	90%	79%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		18	43%	75%	64%	-32% ▼

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