

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,252	1,282	-2%
	Admits	194	204	-5%
	Discharges	190	196	-3%
	Service Hours	3,880	3,785	3%

▲ > 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	1,252	100.0%

### Consumer Satisfaction Survey (Based on 211 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Quality and Appropriateness		95%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ Overall		94%	80%	91%
✓ Access		92%	80%	88%
✓ Respect		91%	80%	91%
✓ Outcome		85%	80%	83%
● Recovery		75%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	52	4%	13%
26-34	112	9%	23%
35-44	225	18%	19%
45-54	374	30%	22%
55-64	337	27%	17%
65+	152	12%	5%

Gender	#	%	State Avg
Female	808	65%	41%
Male	443	35%	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	638	51%	74%
Hisp-Puerto Rican	493	39%	12%
Hispanic-Other	117	9%	7%
Hispanic-Cuban	3	0%	0%
Hispanic-Mexican	1	0%	1%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	604	48%	65%
Other	469	37%	13%
Black/African American	155	12%	16%
Hawaiian/Other Pacific Islander	12	1%	0%
Unknown	6	0%	3%
Asian	3	0%	1%
Multiple Races	2	0%	1%
Am. Indian/Native Alaskan	1	0%	1%

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

### Program Activity

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### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		153	81%	50%	39%	31% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1,183	93%	60%	66%	33% ▲
✓ Improved/Maintained Axis V GAF Score		1,008	87%	75%	49%	12% ▲
✓ Stable Living Situation		1,219	96%	95%	82%	1%
● Employed		183	14%	30%	20%	-16% ▼

### Data Submission Quality

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

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

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1,075	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		163	86%	75%	64%	11% ▲

### 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