

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,183	1,172	1%
	Admits	116	85	36% ▲
	Discharges	115	91	26% ▲
	Service Hours	1,981	1,925	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	1,183	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	43	4%	12%
26-34	101	9%	22%
35-44	210	18%	19%
45-54	351	30%	23%
55-64	327	28%	18%
65+	151	13%	6%

Gender	#	%	State Avg
Female	770	65%	42% ▲
Male	412	35%	58% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	599	51%	75% ▼
Hisp-Puerto Rican	475	40%	12% ▲
Hispanic-Other	105	9%	7%
Hispanic-Cuban	3	0%	0%
Hispanic-Mexican	1	0%	1%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	578	49%	65% ▼
Other	447	38%	13% ▲
Black/African American	139	12%	16%
Hawaiian/Other Pacific Islander	10	1%	0%
Unknown	4	0%	3%
Asian	2	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

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,183	1,172	1%
Admits	116	85	36% ▲
Discharges	115	91	26% ▲
Service Hours	1,981	1,925	3%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		90	78%	50%	42%	28% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1,106	93%	60%	64%	33% ▲
✓ Improved/Maintained Axis V GAF Score		930	87%	75%	45%	12% ▲
✓ Stable Living Situation		1,148	96%	95%	80%	1%
● Employed		159	13%	30%	19%	-17% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%

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

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

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

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		985	91%	90%	69%	1%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		102	89%	75%	64%	14% ▲

### 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