

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---------------|----------------|--------|----------|------------|---|
| | Unique Clients | 443 | 546 | -19% | ▼ |
| | Admits | 6 | 50 | -88% | ▼ |
| | Discharges | 73 | 105 | -30% | ▼ |
| | Service Hours | 3,402 | 3,967 | -14% | ▼ |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|--------------------|-----|--------|
| Mental Health | Outpatient | 443 | 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% | 14% ▼ |
| 26-34 | 29 | 7% | 24% ▼ |
| 35-44 | 50 | 11% | 20% |
| 45-54 | 87 | 20% | 22% |
| 55-64 | 158 | 36% | 16% ▲ |
| 65+ | 117 | 26% | 5% ▲ |

| Gender | # | % | State Avg |
|-------------|-----|-----|-----------|
| Female | 284 | 64% | 40% ▲ |
| Male | 159 | 36% | 60% ▼ |
| Transgender | | | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|-----|-----|-----------|
| Non-Hispanic | 422 | 95% | 74% ▲ |
| Hispanic-Other | 21 | 5% | 7% |
| Hispanic-Cuban | | | 0% |
| Hispanic-Mexican | | | 1% |
| Hisp-Puerto Rican | | | 12% ▼ |
| Unknown | | | 6% |

| Race | # | % | State Avg |
|---------------------------------|-----|-----|-----------|
| White/Caucasian | 379 | 86% | 65% ▲ |
| Black/African American | 33 | 7% | 17% |
| Other | 27 | 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 | 379 | 451 | -16% ▼ |
| Admits | 4 | 28 | -86% ▼ |
| Discharges | 53 | 71 | -25% ▼ |
| Service Hours | 2,591 | 2,869 | -10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-----------------|--------|-----------|
| Valid NOMS Data | 100% | 93% |

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates | 46% | 64% |

| Cooccurring | Actual | State Avg |
|--------------------|--------|-----------|
| MH Screen Complete | 100% | 82% |
| SA Screen Complete | 100% | 80% |

| Diagnosis | Actual | State Avg |
|------------------------|--------|-----------|
| Valid Axis I Diagnosis | 99% | 97% |
| Valid Axis V GAF Score | 99% | 88% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 17 | 32% | 50% | 41% | -18% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 320 | 84% | 60% | 68% | 24% ▲ |
| Improved/Maintained Axis V GAF Score | | 327 | 87% | 75% | 53% | 12% ▲ |
| Stable Living Situation | | 366 | 97% | 95% | 85% | 2% |
| Employed | | 62 | 16% | 30% | 22% | -14% ▼ |

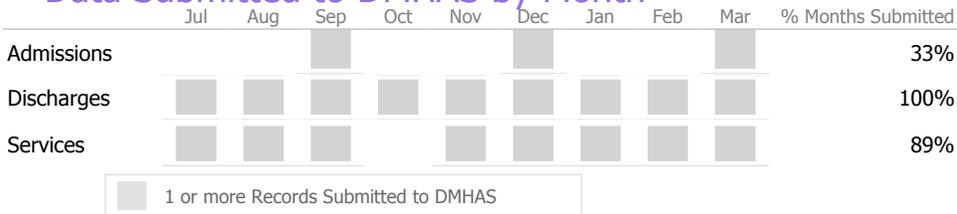
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 286 | 88% | 90% | 85% | -2% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 1 | 25% | 75% | 64% | -50% ▼ |

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 91 | 123 | -26% ▼ |
| Admits | 2 | 22 | -91% ▼ |
| Discharges | 20 | 34 | -41% ▼ |
| Service Hours | 811 | 1,098 | -26% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 93% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 64% | 64% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 100% | 82% |
| SA Screen Complete | 100% | 80% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 97% |
| Valid Axis V GAF Score | 100% | 88% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 3 | 15% | 50% | 41% | -35% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 89 | 98% | 60% | 68% | 38% ▲ |
| Improved/Maintained Axis V GAF Score | | 84 | 94% | 75% | 53% | 19% ▲ |
| Stable Living Situation | | 89 | 98% | 95% | 85% | 3% |
| Employed | | 18 | 20% | 30% | 22% | -10% |

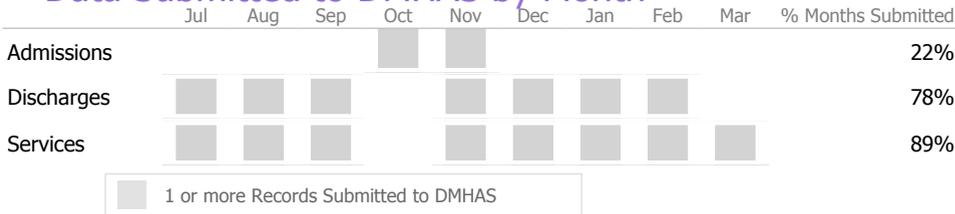
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 67 | 94% | 90% | 85% | 4% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 2 | 100% | 75% | 64% | 25% ▲ |

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