

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	843	791	7%
	Admits	397	359	11% ▲
	Discharges	312	269	16% ▲
	Service Hours	4,286	4,469	-4%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	843	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	62	7%	14%
26-34	133	16%	24%
35-44	138	16%	20%
45-54	276	33% ▲	22%
55-64	184	22%	16%
65+	50	6%	5%

Gender	#	%	State Avg
Female	499	59% ▲	40%
Male	344	41% ▼	60%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	541	64% ▲	12%
Non-Hispanic	223	26% ▼	74%
Hispanic-Other	63	7%	7%
Unknown	12	1%	6%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	2	0%	1%

Race	#	%	State Avg
Other	568	67% ▲	13%
Black/African American	140	17%	17%
White/Caucasian	101	12% ▼	65%
Multiple Races	14	2%	1%
Unknown	11	1%	3%
Am. Indian/Native Alaskan	5	1%	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	742	649	14%	▲
Admits	345	270	28%	▲
Discharges	252	216	17%	▲
Service Hours	3,671	3,658	0%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	79%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	98%	82%
SA Screen Complete	98%	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		103	41%	50%	41%	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		423	55%	60%	68%	-5%
Stable Living Situation		663	87%	95%	85%	-8%
Employed		88	12%	30%	22%	-18%
Improved/Maintained Axis V GAF Score		400	74%	75%	53%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		505	99%	90%	85%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		202	59%	75%	64%	-16%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	122	150	-19% ▼
Admits	52	89	-42% ▼
Discharges	60	53	13% ▲
Service Hours	615	811	-24% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	76%	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	99%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		28	47%	50%	41%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		71	57%	60%	68%	-3%
Stable Living Situation		111	90%	95%	85%	-5%
Improved/Maintained Axis V GAF Score		68	62%	75%	53%	-13% ▼
Employed		12	10%	30%	22%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		64	100%	90%	85%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		26	50%	75%	64%	-25% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■		■	■	■	■	■	89%
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