

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,146	1,390	-18%	▼
	Admits	67	160	-58%	▼
	Discharges	265	306	-13%	▼
	Service Hours	7,735	8,890	-13%	▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,139	87.7%
	Community Support	160	12.3%

### Consumer Satisfaction Survey

(Based on 288 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		98%	80%	92%
✓ Quality and Appropriateness		98%	80%	93%
✓ Overall		97%	80%	91%
✓ General Satisfaction		95%	80%	92%
✓ Respect		94%	80%	91%
✓ Access		94%	80%	88%
✓ Outcome		88%	80%	83%
✓ Recovery		82%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	65	6%	14%
26-34	149	13%	24%
35-44	183	16%	20%
45-54	283	25%	22%
55-64	303	26%	16%
65+	162	14%	5%

Gender	#	%	State Avg
Female	695	61%	40%
Male	451	39%	60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	909	79%	74%
Hispanic-Other	137	12%	7%
Hisp-Puerto Rican	62	5%	12%
Hispanic-Mexican	21	2%	1%
Unknown	17	1%	6%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	717	63%	65%
Black/African American	219	19%	17%
Other	181	16%	13%
Unknown	17	1%	3%
Asian	6	1%	1%
Multiple Races	4	0%	1%
Am. Indian/Native Alaskan	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,139	1,379	-17% ▼
Admits	41	99	-59% ▼
Discharges	230	280	-18% ▼
Service Hours	4,462	7,073	-37% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	55%	64%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	89%	82%
✓ SA Screen Complete	84%	80%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	98%	97%
Valid Axis V GAF Score	74%	88%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		28	12%	50%	41%	-38% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Social Support		527	46%	60%	68%	-14% ▼
● Employed		181	16%	30%	22%	-14% ▼
● Stable Living Situation		919	81%	95%	85%	-14% ▼
● Improved/Maintained Axis V GAF Score		133	12%	75%	53%	-63% ▼

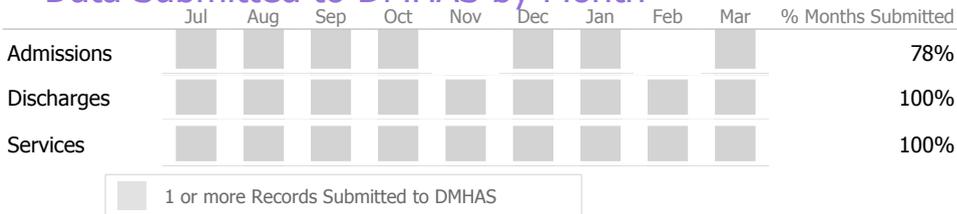
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		701	77%	90%	85%	-13% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		24	59%	75%	64%	-16% ▼

### 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	160	147	9%
Admits	26	53	-51% ▼
Discharges	35	17	106% ▲
Service Hours	3,273	1,817	80% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	95%
Cooccurring	Actual	State Avg
MH Screen Complete	97%	88%
SA Screen Complete	97%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	92%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		16	46%	65%	68%	-19% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		159	99%	60%	81%	39% ▲
Stable Living Situation		156	97%	80%	93%	17% ▲
Employed		16	10%	20%	12%	-10% ▼
Improved/Maintained Axis V GAF Score		91	61%	95%	66%	-34% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		127	100%	90%	99%	10%

### 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 47 Active CSP Programs