

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,313	1,352	-3%
	Admits	265	287	-8%
	Discharges	275	309	-11% ▼
	Service Hours	5,547	5,707	-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	1,313	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	59	4%	14%
26-34	132	10%	24% ▼
35-44	235	18%	20%
45-54	385	29%	22%
55-64	347	26%	16%
65+	154	12%	5%

Gender	#	%	State Avg
Female	844	64%	40% ▲
Male	468	36%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	681	52%	74% ▼
Hisp-Puerto Rican	505	38%	12% ▲
Hispanic-Other	123	9%	7%
Hispanic-Cuban	3	0%	0%
Hispanic-Mexican	1	0%	1%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	630	48%	65% ▼
Other	482	37%	13% ▲
Black/African American	176	13%	17%
Hawaiian/Other Pacific Islander	12	1%	0%
Unknown	6	0%	3%
Asian	3	0%	1%
Multiple Races	3	0%	1%
Am. Indian/Native Alaskan	1	0%	1%

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

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### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	78%	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		223	81%	50%	41%	31% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1,250	93%	60%	68%	33% ▲
✓ Improved/Maintained Axis V GAF Score		1,081	87%	75%	53%	12% ▲
✓ Stable Living Situation		1,296	97%	95%	85%	2%
● Employed		204	15%	30%	22%	-15% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1,069	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		220	86%	75%	64%	11% ▲

### 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