

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 101 | 96 | 5% |
| | Admits | 29 | 38 | -24% ▼ |
| | Discharges | 32 | 21 | 52% ▲ |
| | Service Hours | 1,491 | 1,405 | 6% |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|------------------|--------------------|-----|--------|
| Addiction | Outpatient | 101 | 100.0% |

Consumer Satisfaction Survey

(Based on 73 FY16 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ General Satisfaction | | 99% | 80% | 92% |
| ✓ Quality and Appropriateness | | 99% | 80% | 93% |
| ✓ Respect | | 98% | 80% | 91% |
| ✓ Participation in Treatment | | 97% | 80% | 92% |
| ✓ Overall | | 97% | 80% | 91% |
| ✓ Access | | 97% | 80% | 88% |
| ✓ Outcome | | 88% | 80% | 83% |
| ✓ Recovery | | 87% | 80% | 79% |

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

Client Demographics

| Age | # | % | State Avg |
|-------|----|-----|-----------|
| 18-25 | 4 | 4% | 14% |
| 26-34 | 7 | 7% | 24% |
| 35-44 | 12 | 12% | 20% |
| 45-54 | 22 | 22% | 22% |
| 55-64 | 32 | 32% | 16% |
| 65+ | 24 | 24% | 5% |

| Gender | # | % | State Avg |
|-------------|----|-----|-----------|
| Female | 62 | 61% | 40% |
| Male | 39 | 39% | 60% |
| Transgender | | | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|----|-----|-----------|
| Non-Hispanic | 95 | 94% | 74% |
| Hisp-Puerto Rican | 3 | 3% | 12% |
| Hispanic-Mexican | 1 | 1% | 1% |
| Hispanic-Other | 1 | 1% | 7% |
| Unknown | 1 | 1% | 6% |
| Hispanic-Cuban | | | 0% |

| Race | # | % | State Avg |
|---------------------------------|----|-----|-----------|
| White/Caucasian | 87 | 86% | 65% |
| Asian | 7 | 7% | 1% |
| Other | 3 | 3% | 13% |
| Black/African American | 2 | 2% | 17% |
| Multiple Races | 1 | 1% | 1% |
| Unknown | 1 | 1% | 3% |
| Am. Indian/Native Alaskan | | | 1% |
| Hawaiian/Other Pacific Islander | | | 0% |

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

Program Activity

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Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------------|--------|-----------|
| Valid NOMS Data | 99% | 97% |
| Valid TEDS Data | 23% | 31% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 78% |
| Cooccurring | | |
| MH Screen Complete | 93% | 98% |
| SA Screen Complete | 98% | 99% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 100% |
| Valid Axis V GAF Score | 100% | 90% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 23 | 72% | 75% | 86% | -3% |

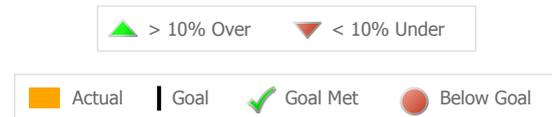
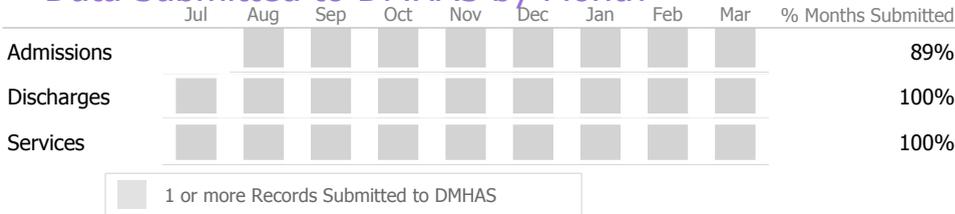
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 69 | 96% | 90% | 93% | 6% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 25 | 86% | 75% | 81% | 11% ▲ |

Data Submitted to DMHAS by Month



* State Avg based on 9 Active Gambling Outpatient Programs