

Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	577	698	-17%	▼
	Admits	147	241	-39%	▼
	Discharges	140	223	-37%	▼
	Service Hours	2,377	2,708	-12%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	577	100.0%

Consumer Satisfaction Survey

(Based on 166 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ General Satisfaction		96%	80%	92%
✓ Participation in Treatment		95%	80%	92%
✓ Respect		93%	80%	91%
✓ Access		90%	80%	88%
✓ Overall		88%	80%	91%
● Outcome		68%	80%	83%
● Recovery		64%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	26	5%	12%
26-34	69	12%	23%
35-44	81	14%	20%
45-54	192	33%	22%
55-64	154	27%	18%
65+	55	10%	6%

Gender	#	%	State Avg
Female	338	59%	41%
Male	239	41%	59%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	392	68%	13%
Non-Hispanic	126	22%	74%
Hispanic-Other	49	8%	7%
Unknown	5	1%	6%
Hispanic-Mexican	3	1%	1%
Hispanic-Cuban	2	0%	0%

Race	#	%	State Avg
Other	395	68%	13%
Black/African American	91	16%	16%
White/Caucasian	77	13%	65%
Unknown	6	1%	3%
Multiple Races	5	1%	1%
Am. Indian/Native Alaskan	2	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Asian			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	577	604	-4%
Admits	101	199	-49% ▼
Discharges	116	176	-34% ▼
Service Hours	2,017	2,291	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	93%
On-Time Periodic		
6 Month Updates	58%	68%
Cooccurring		
MH Screen Complete	99%	86%
SA Screen Complete	99%	83%
Diagnosis		
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		46	40%	50%	42%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		547	94%	95%	84%	-1%
Social Support		329	57%	60%	68%	-3%
Improved/Maintained Axis V GAF Score		365	74%	75%	48%	-1%
Employed		67	12%	30%	22%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		424	91%	90%	85%	1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		58	57%	75%	68%	-18% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 92 Active Standard Outpatient Programs