

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	393	417	-6%
	Admits	38	59	-36% ▼
	Discharges	38	56	-32% ▼
	Service Hours	1,067	1,151	-7%

▲ > 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	393	100.0%

### Consumer Satisfaction Survey

(Based on 130 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Access		100%	80%	88%
✓ General Satisfaction		99%	80%	92%
✓ Overall		99%	80%	91%
✓ Participation in Treatment		98%	80%	92%
✓ Respect		98%	80%	91%
✓ Outcome		88%	80%	83%
✓ Recovery		84%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	32	8%	12%
26-34	73	19%	23%
35-44	61	16%	20%
45-54	80	20%	22%
55-64	90	23%	18%
65+	57	15%	6%

Gender	#	%	State Avg
Female	250	64%	▲ 41%
Male	143	36%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	375	95%	▲ 74%
Hispanic-Other	8	2%	7%
Hisp-Puerto Rican	6	2%	▼ 13%
Unknown	3	1%	6%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	378	96%	▲ 65%
Black/African American	8	2%	▼ 16%
Unknown	3	1%	3%
Other	2	1%	▼ 13%
Am. Indian/Native Alaskan	1	0%	1%
Multiple Races	1	0%	1%
Asian			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	100%	93%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	68%

Cooccurring	Actual	State Avg
MH Screen Complete	92%	86%
SA Screen Complete	97%	83%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	99%	88%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	5%	50%	42%	-45% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		371	94%	60%	68%	34% ▲
Employed		132	34%	30%	22%	4%
Stable Living Situation		384	98%	95%	84%	3%
Improved/Maintained Axis V GAF Score		217	61%	75%	48%	-14% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		317	89%	90%	85%	-1%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		22	58%	75%	68%	-17% ▼

### 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