

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,172	1,252	-6%
	Admits	137	194	-29% ▼
	Discharges	172	192	-10%
	Service Hours	3,091	3,880	-20% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,172	100.0%

Consumer Satisfaction Survey

(Based on 198 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		97%	80%	93%
✓ Respect		97%	80%	91%
✓ Participation in Treatment		96%	80%	92%
✓ Overall		95%	80%	91%
✓ General Satisfaction		94%	80%	92%
✓ Outcome		93%	80%	83%
✓ Access		86%	80%	88%
✓ Recovery		83%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	41	3%	12%
26-34	115	10%	23% ▼
35-44	199	17%	20%
45-54	311	27%	22%
55-64	336	29%	18% ▲
65+	170	15%	6%

Gender	#	%	State Avg
Female	751	64%	41% ▲
Male	420	36%	59% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	596	51%	74% ▼
Hisp-Puerto Rican	450	38%	13% ▲
Hispanic-Other	120	10%	7%
Hispanic-Cuban	5	0%	0%
Hispanic-Mexican	1	0%	1%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	574	49%	65% ▼
Other	448	38%	13% ▲
Black/African American	135	12%	16%
Hawaiian/Other Pacific Islander	8	1%	0%
Unknown	3	0%	3%
Multiple Races	2	0%	1%
Am. Indian/Native Alaskan	1	0%	1%
Asian	1	0%	1%

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%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	92%	68%
Cooccurring	Actual	State Avg
MH Screen Complete	98%	86%
SA Screen Complete	99%	83%
Diagnosis	Actual	State Avg
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		153	89%	50%	42%	39% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1,100	93%	60%	68%	33% ▲
✓ Improved/Maintained Axis V GAF Score		977	89%	75%	48%	14% ▲
✓ Stable Living Situation		1,154	98%	95%	84%	3%
● Employed		192	16%	30%	22%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1,004	99%	90%	85%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		118	88%	75%	68%	13% ▲

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