

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,308	1,402	-7%
	Admits	294	364	-19% ▼
	Discharges	351	396	-11% ▼
	Service Hours	6,493	7,351	-12% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,308	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	63	5%	13%
26-34	144	11%	24% ▼
35-44	233	18%	20%
45-54	338	26%	21%
55-64	354	27%	16% ▲
65+	175	13%	5%

Gender	#	%	State Avg
Female	822	63%	40% ▲
Male	485	37%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	679	52%	72% ▼
Hisp-Puerto Rican	476	36%	12% ▲
Hispanic-Other	145	11%	7%
Hispanic-Cuban	6	0%	0%
Hispanic-Mexican	2	0%	1%
Unknown			7%

Race	#	%	State Avg
White/Caucasian	664	51%	64% ▼
Other	466	36%	13% ▲
Black/African American	161	12%	17%
Hawaiian/Other Pacific Islander	9	1%	0%
Unknown	3	0%	4%
Asian	2	0%	1%
Multiple Races	2	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%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	77%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	99%	88%
SA Screen Complete	99%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		295	84%	50%	45%	34% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1,243	93%	60%	69%	33% ▲
✓ Improved/Maintained Axis V GAF Score		1,096	88%	75%	54%	13% ▲
✓ Stable Living Situation		1,303	97%	95%	86%	2%
● Employed		223	17%	30%	24%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		988	100%	90%	89%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		246	87%	75%	67%	12% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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