

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	535	588	-9%
	Admits	64	102	-37% ▼
	Discharges	62	130	-52% ▼
	Service Hours	1,294	1,387	-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	535	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	22	4%	11%
26-34	57	11%	22%
35-44	74	14%	19%
45-54	185	35%	22%
55-64	143	27%	19%
65+	54	10%	6%

Gender	#	%	State Avg
Female	310	58%	▲ 41%
Male	225	42%	▼ 58%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	364	68%	▲ 13%
Non-Hispanic	116	22%	▼ 74%
Hispanic-Other	46	9%	7%
Unknown	5	1%	6%
Hispanic-Mexican	3	1%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
Other	373	70%	▲ 13%
Black/African American	84	16%	16%
White/Caucasian	65	12%	▼ 65%
Unknown	6	1%	3%
Multiple Races	4	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	535	501	7%
Admits	50	86	-42% ▼
Discharges	53	111	-52% ▼
Service Hours	1,124	1,181	-5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	49%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	99%	84%
SA Screen Complete	98%	81%
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		19	36%	50%	40%	-14% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		330	62%	60%	67%	2%
Stable Living Situation		509	95%	95%	83%	0%
Improved/Maintained Axis V GAF Score		330	73%	75%	43%	-2%
Employed		56	10%	30%	21%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		371	77%	90%	78%	-13% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		30	60%	75%	67%	-15% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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