

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	371	380	-2%
	Admits	16	22	-27% ▼
	Discharges	25	24	4%
	Service Hours	508	589	-14% ▼

▲ > 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	371	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	29	8%	11%
26-34	65	18%	22%
35-44	58	16%	19%
45-54	76	20%	22%
55-64	88	24%	19%
65+	55	15%	6%

Gender	#	%	State Avg
Female	234	63%	▲ 41%
Male	137	37%	▼ 58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	354	95%	▲ 74%
Hispanic-Other	7	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	356	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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### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	8%	50%	40%	-42% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		349	94%	60%	67%	34% ▲
✓ Employed		126	34%	30%	21%	4%
✓ Stable Living Situation		362	98%	95%	83%	3%
● Improved/Maintained Axis V GAF Score		207	64%	75%	43%	-11% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100% / 93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81% / 70%

Cooccurring	Actual	State Avg
✓ MH Screen Complete		88% / 84%
✓ SA Screen Complete		94% / 81%

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

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		267	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		8	50%	75%	67%	-25% ▼

### 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