

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,092	1,183	-8%
	Admits	47	116	-59% ▼
	Discharges	67	115	-42% ▼
	Service Hours	1,591	1,981	-20% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,092	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	31	3%	11%
26-34	93	9%	22%
35-44	182	17%	19%
45-54	297	27%	22%
55-64	325	30%	19%
65+	164	15%	6%

Gender	#	%	State Avg
Female	706	65%	41% ▲
Male	385	35%	58% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	551	50%	74% ▼
Hisp-Puerto Rican	434	40%	13% ▲
Hispanic-Other	103	9%	7%
Hispanic-Cuban	3	0%	0%
Hispanic-Mexican	1	0%	1%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	527	48%	65% ▼
Other	426	39%	13% ▲
Black/African American	124	11%	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

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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	64%	70%

Cooccurring	Actual	State Avg
MH Screen Complete	94%	84%
SA Screen Complete	96%	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		61	91%	50%	40%	41% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,015	93%	60%	67%	33% ▲
Improved/Maintained Axis V GAF Score		893	88%	75%	43%	13% ▲
Stable Living Situation		1,065	97%	95%	83%	2%
Employed		170	16%	30%	21%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		874	85%	90%	78%	-5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		41	87%	75%	67%	12% ▲

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