

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	633	847	-25%	▼
	Admits	212	400	-47%	▼
	Discharges	201	313	-36%	▼
	Service Hours	3,489	4,286	-19%	▼

▲ > 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	633	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	35	6%	13%
26-34	78	12%	24%
35-44	93	15%	20%
45-54	203	32%	21%
55-64	166	26%	17%
65+	57	9%	5%

Gender	#	%	State Avg
Female	364	58%	40%
Male	269	42%	60%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	423	67%	12%
Non-Hispanic	145	23%	73%
Hispanic-Other	53	8%	7%
Unknown	7	1%	7%
Hispanic-Mexican	3	0%	1%
Hispanic-Cuban	2	0%	0%

Race	#	%	State Avg
Other	408	64%	13%
Black/African American	104	16%	16%
White/Caucasian	103	16%	64%
Multiple Races	8	1%	1%
Unknown	6	1%	4%
Am. Indian/Native Alaskan	2	0%	1%
Hawaiian/Other Pacific Islander	2	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	633	746	-15% ▼
Admits	158	348	-55% ▼
Discharges	169	253	-33% ▼
Service Hours	2,933	3,671	-20% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	94%

On-Time Periodic	Actual	State Avg
6 Month Updates	50%	69%

Cooccurring	Actual	State Avg
MH Screen Complete	99%	87%
SA Screen Complete	99%	87%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		54	32%	50%	44%	-18% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		602	94%	95%	85%	-1%
Social Support		363	57%	60%	69%	-3%
Improved/Maintained Axis V GAF Score		405	74%	75%	51%	-1%
Employed		78	12%	30%	23%	-18% ▼

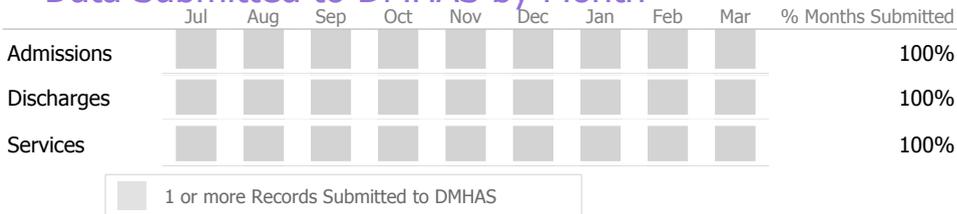
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		436	93%	90%	88%	3%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		99	63%	75%	68%	-12% ▼

### Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs