

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	382	401	-5%
	Admits		21	-100% ▼
	Discharges		37	-100% ▼
	Service Hours		571	-100% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	382	100.0%

Consumer Satisfaction Survey

(Based on 76 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		95%	80%	88%
✓ Quality and Appropriateness		95%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ General Satisfaction		93%	80%	92%
✓ Respect		93%	80%	91%
✓ Overall		92%	80%	91%
✓ Outcome		82%	80%	83%
● Recovery		76%	80%	79%

■ Satisfied % | Goal % 0-80% 80-100% ✓ Goal Met ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25	9	2%	10%
26-34	21	5%	22%
35-44	40	10%	20%
45-54	82	21%	21%
55-64	116	30%	19%
65+	114	30%	7%

Gender	#	%	State Avg
Female	247	65%	▲ 41%
Male	135	35%	▼ 58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	360	94%	▲ 71%
Hispanic-Other	22	6%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			▼ 13%
Unknown			8%

Race	#	%	State Avg
White/Caucasian	327	86%	▲ 63%
Other	28	7%	13%
Black/African American	24	6%	16%
Am. Indian/Native Alaskan	2	1%	1%
Asian	1	0%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

■ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	382	401	-5%
Admits	-	21	-100% ▼
Discharges	-	20	-100% ▼
Service Hours	-	568	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	65%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	91%
SA Screen Complete	N/A	91%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	99%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	55%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		14	4%	30%	22%	-26% ▼
Social Support		56	15%	60%	65%	-45% ▼
Improved/Maintained Axis V GAF Score		30	8%	75%	42%	-67% ▼
Stable Living Situation		55	14%	95%	82%	-81% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	79%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	68%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 93 Active Standard Outpatient Programs