

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	167	177	-6%
	Admits	23	16	44% ▲
	Discharges	31	18	72% ▲
	Service Hours	1,015	1,411	-28% ▼

▲ > 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	120	62.5%
	Case Management	72	37.5%

### Consumer Satisfaction Survey

(Based on 92 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ Quality and Appropriateness		98%	80%	93%
✓ General Satisfaction		98%	80%	92%
✓ Participation in Treatment		97%	80%	92%
✓ Overall		95%	80%	91%
✓ Access		93%	80%	88%
✓ Outcome		86%	80%	83%
● Recovery		78%	80%	79%

Satisfied %    |    Goal %    0-80%    80-100%    Goal Met    Under Goal

### Client Demographics

Age	#	%	State Avg
18-25	4	2%	10%
26-34	14	8%	22%
35-44	34	20%	20%
45-54	41	25%	21%
55-64	61	37%	19%
65+	12	7%	7%

Gender	#	%	State Avg
Female	101	60%	41% ▲
Male	66	40%	58% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	97	58%	13% ▲
Non-Hispanic	44	26%	71% ▼
Hispanic-Other	18	11%	7%
Unknown	7	4%	8%
Hispanic-Mexican	1	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	127	76%	63% ▲
Other	19	11%	13%
Black/African American	10	6%	16%
Unknown	7	4%	5%
Am. Indian/Native Alaskan	2	1%	1%
Asian	2	1%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

Unique Clients    |    State Avg    > 10% Over State Avg    > 10% Under State Avg

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	22	-5%
Admits	3	5	-40% ▼
Discharges	5	5	0%
Service Hours	499	486	3%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	60%	50%	55%	10% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		16	76%	60%	65%	16% ▲
● Stable Living Situation		17	81%	95%	82%	-14% ▼
✓ Improved/Maintained Axis V GAF Score		11	92%	75%	42%	17% ▲
● Employed		1	5%	30%	22%	-25% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 91%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	 43%	65%

Cooccurring	Actual	State Avg
MH Screen Complete	 83%	91%
SA Screen Complete	 83%	91%

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

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	94%	90%	79%	4%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		3	100%	75%	68%	25% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	85	-15% ▼
Admits	7	5	40% ▲
Discharges	8	6	33% ▲
Service Hours	231	512	-55% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	78%	63%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	50%	50%	42%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		64	89%	60%	63%	29% ▲
✓ Stable Living Situation		66	92%	80%	76%	12% ▲
● Employed		5	7%	20%	9%	-13% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		55	86%	90%	69%	-4%

### 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 30 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	107	103	4%
Admits	13	6	117% ▲
Discharges	18	7	157% ▲
Service Hours	285	413	-31% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	58%	65%
Cooccurring	Actual	State Avg
MH Screen Complete	47%	91%
SA Screen Complete	47%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	96%
Valid Axis V GAF Score	96%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	17%	50%	55%	-33% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		75	70%	60%	65%	10%
● Stable Living Situation		98	92%	95%	82%	-3%
✓ Improved/Maintained Axis V GAF Score		66	76%	75%	42%	1%
● Employed		13	12%	30%	22%	-18% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		82	92%	90%	79%	2%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		4	31%	75%	68%	-44% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		N/A	N/A	85%	92%	-85%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	95%	N/A

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

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

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 52 Active Supportive Housing – Development Programs