

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	607	528	15%	▲
	Admits	118	66	79%	▲
	Discharges	93	87	7%	
	Service Hours	1,009	1,294	-22%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	607	100.0%

Consumer Satisfaction Survey

(Based on 145 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		95%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ Participation in Treatment		91%	80%	92%
✓ Respect		91%	80%	91%
✓ Access		90%	80%	88%
✓ Overall		88%	80%	91%
● Outcome		64%	80%	83%
● Recovery		64%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	29	5%	10%
26-34	80	13%	22%
35-44	85	14%	20%
45-54	184	30%	21%
55-64	162	27%	19%
65+	67	11%	7%

Gender	#	%	State Avg
Female	371	61%	▲ 41%
Male	236	39%	▼ 58%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	397	65%	▲ 13%
Non-Hispanic	136	22%	▼ 71%
Hispanic-Other	60	10%	7%
Unknown	11	2%	8%
Hispanic-Mexican	2	0%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
Other	349	57%	▲ 13%
White/Caucasian	119	20%	▼ 63%
Black/African American	115	19%	16%
Multiple Races	10	2%	1%
Unknown	9	1%	5%
Asian	2	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Am. Indian/Native Alaskan	1	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	607	528	15%	▲
Admits	118	52	127%	▲
Discharges	43	73	-41%	▼
Service Hours	1,007	1,124	-10%	

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	58%	65%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%

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

Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	23%	50%	55%	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		354	58%	60%	65%	-2%
Stable Living Situation		546	90%	95%	82%	-5%
Employed		74	12%	30%	22%	-18% ▼
Improved/Maintained Axis V GAF Score		245	54%	75%	42%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		392	70%	90%	79%	-20% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		62	53%	75%	68%	-22% ▼

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs